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CANADA COUNCIL
CLIENT SATISFACTION SURVEY OF OFFICIAL LANGUAGES
July 1982

Research & Evaluation
Canada Council
Oct. 23, 1982

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CANADA COUNCIL
CLIENT SATISFACTION SURVEY OF OFFICIAL LANGUAGES
July 1982

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Introduction

In April 1982 Research & Evaluation was instructed to evaluate linguistic aspects of Council's services to its clients. After preliminary consultation with Council management it was decided that a client satisfaction survey of the quality of Council's services in both official languages was the most effective and efficient means to conduct the proposed evaluation.

Between April and June of 1982 a questionnaire was designed by the late Mario Lavoie, Associate Secretary of the Canada Council in consultation with Research & Evaluation. This report is dedicated to Mario's memory and his many contributions to the Canada Council over his twenty-one years of service. His warmth, humanity and understanding earned Mario the respect of all those with whom he worked.

The questionnaire was designed to be simple and straight forward. It was intended to determine client satisfaction with respect to three things: first, the availability of Canada Council services in both official languages; second, the quality of oral and written communications; and third, whether clients dealt with the Council in the official language which they preferred. Copies of the questionnaire, in both official languages, are included in the appendix to this report.

The questionnaire was mailed out in early July 1982. Returns were accepted until mid-August. Only one mailing was made. No follow-up was required. At the end of August returns were coded and tabulated. Comments from clients were subjected to content analysis during early September. Tables and summary comments were then incorporated into this report.

The remainder of this report is divided into seven parts. The first provides a review of the composition of the client population as well as their response rate to the questionnaire. The second part provides a review of client satisfaction with respect to the availability of services in both official languages. The third and fourth parts provide a review of client satisfaction with respect to the quality of oral and written communications, respectively. The fifth part provides a summary of comments made by clients. The sixth provides a review of whether or not clients dealt with the Canada Council in the official language they preferred. The seventh and final part of the report provides a summary of findings.

Thanks are extended to Louise Shergold of Control Data Limited who processed data contained in this report; and, to Ainslea Dean, assistant research officer, who prepared tables presented in this report and who also conducted content analysis of clients' comments. I wish to express special thanks to the many artists and arts organizations who took the time and effort to respond to yet another survey questionnaire.

Harry A. Hillman-Chartrand
Director,
Research & Evaluation

23/10/82

THE CLIENT POPULATION

1.01 For purposes of the survey the client population was defined to include individual artists residing in Canada and arts organizations receiving support from the Canada Council during 1981-82. In addition, a random sample of individuals and organizations on the mailing lists of the Canadian Commission for UNESCO and the Communications Section of the Canada Council were included. Mailing lists were obtained from the Information Systems Section of the Canada Council.

Mail Out

1.02 A total of 2,707 questionnaires were mailed to 900 artists, 822 arts organizations; 439 newspapers and broadcast organizations on the Communications Section's mailing list; and, 546 individuals and organizations on the UNESCO mailing list (see Table 1(a), p. 1). Approximately 53 questionnaires were returned by the Post Office as undeliverable.

Recipients

1.03 A total of 2,654 questionnaires were received by clients. Of this total 868 were received by individual artists or 33% of recipients; 809 by arts organizations or 30%; 437 media organizations or 16%; and, 540 UNESCO clients or 20% (see Table 1(b), p. 2).

1.04 Approximately 1.2% of recipients lived in Newfoundland; 0.8% in Prince Edward Island; 3.1% in Nova Scotia; 2.2% in New Brunswick; 30.1% in Quebec; 40.0% in Ontario; 3.5% in Manitoba; 2.8% in Saskatchewan; 5.8% in Alberta; 10.0% in British Columbia; 0.2% in the Northwest Territories; and, 0.1% in the Yukon.

1.05 By discipline, 0.7% of recipients were in Arts Administration; 2.9% in Dance and Film; 0.8% in Multimedia; 12.9% in Music; 0.6% in Performance Art; 9.6% in Theatre; 1.2% in Video; 15.7% in the Visual Arts; and, 16.0% in Writing.

Response Rate

1.06 A total of 1,353 or 51% of recipients responded (see Table 2, p. 3). Of individual artists 58% responded while 65% of arts organizations responded. Of media organizations receiving the questionnaire 24% responded while 40% of UNESCO recipients responded. Approximately 70% of all respondents were English-speaking; 27% French-speaking; and, 3% bilingual (see Table 3, p. 4-7).

1.07 Approximately 48% of Newfoundland and Prince Edward Island recipients responded while 57% of Nova Scotia and 48% of New Brunswick recipients responded. Of recipients in Quebec and Ontario approximately 50% responded while 52% of Manitoba and 48% of Saskatchewan recipients responded. Approximately 55% of Alberta and 54% of British Columbia recipients responded while 17% of Northwest Territories and 67% of Yukon recipients responded.

1.08 By discipline, approximately 67% of Arts Administration and 59% of Dance recipients responded. Approximately 57% of Film and 50% of Multimedia recipients responded while 57% of Music and 47% of Performance Art recipients responded. Of Theatre recipients 65% responded and 61% of Video recipients. Approximately 60% of Visual Arts and 67% of Writing recipients responded.

1.09 Response rates for all categories was sufficient to permit statistical analysis. Preliminary review of returns, confirmed later by detailed analysis, indicated that sophisticated mathematical testing of meaningfulness would not be required.

AVAILABILITY OF SERVICE

2.01 When asked how they rated the availability of service from the Canada Council in the official language of their choice 1,320 or 99% of respondents answered that they were either very satisfied or satisfied (see Tables 4 and 5, p. 8-15). Only 8 or 1% of respondents answered that they were not satisfied.

2.02 Of respondents answering that they were not satisfied 5 were English-speaking and 3 were French-speaking. Only 3 individual artists (2 English- and 1 French-speaking) answered that they were not satisfied. Only 2 arts organizations (1 English- and 1 French-speaking) answered that they were not satisfied. Only 3 English-speaking media organizations answered that they were not satisfied with the availability of service in the official language of their choice. No UNESCO clients who responded were dissatisfied.

2.03 Of the 3 individual artists who answered that they were not satisfied with the availability of service in the official language of their choice, 2 were film artists, 1 English-speaking from Nova Scotia and 1 French-speaking from New Brunswick. One English-speaking visual artist from B.C. was also not satisfied.

2.04 Of the 2 arts organizations which were not satisfied with the availability of service 1 was a French-speaking visual arts organization in Quebec and 1 was an English-speaking writing organization in Ontario. Of 3 media organizations which answered that they were not satisfied 2 were English-speaking, 1 from Ontario and 1 from the Northwest Territories and 1 was French-speaking from Quebec.

QUALITY OF ORAL COMMUNICATIONS

3.01 When asked to rate the quality of oral communications in the official language of their choice 1,268 or 98% of respondents answered that they were either very satisfied or satisfied (see Tables 6 and 7, p. 16-23). Only 22 or 2% of respondents answered that they were not satisfied.

3.02 Of respondents answering that they were not satisfied 12 were English-speaking and 10 were French-speaking. Only 9 individual artists (4 English- and 5 French-speaking) answered that they were not satisfied. Only 5 arts organizations (4 English- and 1 French-speaking) answered that they were not satisfied. Only 7 media organizations, 4 English-speaking and 3 French-speaking, answered that they were not satisfied with the quality of oral communications in the official language of their choice. Only 1 French-speaking UNESCO client was dissatisfied.

3.03 Of the 9 individual artists who answered that they were not satisfied with the quality of oral communications in the official language of their choice 2 were French-speaking writers from Quebec. One French-speaking film artist from New Brunswick and 1 English-speaking visual artist from Ontario was dissatisfied with the quality of oral communications. One French-speaking Performance Art and 1 Video artist, both from Quebec, were not satisfied. Three English-speaking artist from British Columbia were not satisfied including 1 in Arts Administration, 1 in Visual Arts and 1 in Music.

3.04 Of the 5 arts organizations which were not satisfied with the quality of oral communications in the official language of their choice 4 were English-speaking including 1 music company in Nova Scotia; 2 in Ontario, 1 in Writing and one in

QUALITY OF ORAL COMMUNICATIONS (cont'd)

Dance; and, 1 visual arts organization in Alberta . One French-speaking video organization in Quebec answered that it was not satisfied with the quality of oral communications.

3.05 Of the 7 media organizations which were not satisfied with the quality of oral communications 4 were English-speaking including 2 in Ontario and 1 in both Quebec and Alberta. Of the 3 French-speaking media organizations which answered that they were not satisfied 1 was in New Brunswick, 1 in Quebec and 1 in Ontario. One UNESCO client was not satisfied with the quality of oral communications, a French-speaking organization in Quebec.

QUALITY OF WRITTEN COMMUNICATIONS

4.01 When asked to rate the quality of written communications in the official language of their choice 1,301 or 98% of respondents answered that they were either very satisfied or satisfied (see Tables 8 and 9, p. 24-31). Only 23 or 2% of respondents answered that they were not satisfied.

4.02 Of respondents answering that they were not satisfied 12 were English-speaking and 11 were French-speaking. Only 7 individual artists, 4 English- and 3 French-speaking, answered that they were not satisfied. Only 9 arts organizations, 5 English- and 4 French-speaking, answered that they were not satisfied. Only 6 media organizations, 3 English-speaking and 3 French-speaking, answered that they were not satisfied with the quality of written communications in the official language of their choice. Only 1 French-speaking UNESCO client was dissatisfied.

4.03 Of the 7 individual artists who answered that they were not satisfied with the quality of written communications in the official language of their choice 3 were English-speaking musicians in Ontario; 2 were writers in Quebec, 1 English- and 1 French-speaking; 1 French-speaking visual artist in Quebec; and, 1 French-speaking film artist in New Brunswick.

4.04 Of the 9 arts organizations which were not satisfied with the quality of written communications in the official language of their choice 4 were English-speaking in Ontario including 2 writing organizations; 1 video organization; and, 1 music company. Four French-speaking organizations in Quebec answered that they were not satisfied including 2 visual arts organizations; 1 music company; and 1 writing organization. One English-speaking visual arts organization in British Columbia was also dissatisfied with the quality of written communications.

4.05 Of the 6 media organizations which were not satisfied with the quality of written communications 3 were English-speaking including 2 in Ontario and 1 in New Brunswick. Of the 3 French-speaking media organizations which answered that they were not satisfied 2 were in Quebec and 1 in New Brunswick. One UNESCO client was not satisfied with the quality of written communications, a French-speaking organization in Quebec.

CLIENT COMMENTS

5.01 Clients who were dissatisfied with the availability or quality of oral and written communications in the official language of their choice were invited to explain why they were dissatisfied. Respondents who were very satisfied or satisfied, however, also took the opportunity to explain why they were satisfied. Furthermore, many respondents took the opportunity to make more general comments concerning the services provided by the Canada Council above and beyond official languages practices. Approximately 48 respondents made comments in the questionnaire space assigned (see Table 10, p. 32-35). Another 42 provided additional comments elsewhere on the questionnaire or on a separate sheet.

5.02 The number of respondents who made written comments was 90, and the number of comments from these respondents was 110. Fifty-six comments were from English-speaking respondents, 25 were from French-speaking respondents, and 9 were from respondents who were bilingual. Content summaries of respondents' comments have been prepared and submitted for management review. However, only response rates for client comments are included in this report. The comments came from the following Disciplines and Provinces:

<u>DISCIPLINES</u>		<u>PROVINCE</u>	
Arts Admin.	1	Nova Scotia	3
Dance	5	New Brunswick	4
Film	4	Quebec	29
Multimedia	1	Ontario	36
Music	16	Manitoba	4
Performance Art	1	Saskatchewan	1
Theatre	2	Alberta	3
Video	3	British Columbia	9
Visual Arts	11	<u>Miscellaneous</u>	<u>1</u>
Writing	17		
Media	11		
UNESCO	17		
<u>Miscellaneous</u>	<u>1</u>		
TOTAL	90	TOTAL	90

5.03 Content analysis of all comments was conducted according to five issues:

- a) Quality of Linguistic Service
- b) Linguistic or Other Bias
- c) Economics of Council Activities
- d) General Canada Council Services, and,
- e) Other Issues.

(a) Comments concerning the Quality of Linguistic Service

5.04 The number of respondents who made comments concerning the quality of linguistic service was 35, and these respondents made 36 comments, i.e. one respondent made two comments. Twenty of the comments were from English-speaking and 15 from French-speaking respondents. There were 22 comments from organizations, 12 from individuals and one which could not be classified.

CLIENT COMMENTS (cont'd)

5.05 The comments came from the following disciplines and provinces:

<u>DISCIPLINES</u>		<u>PROVINCE</u>	
Dance	2	Quebec	14
Film	1	Ontario	11
Music	5	Manitoba	1
Theatre	1	Saskatchewan	1
Video	1	Alberta	2
Visual Arts	4	British Columbia	5
Writing	9	<u>Miscellaneous</u>	<u>1</u>
Media	2		
UNESCO	9		
<u>Miscellaneous</u>	<u>1</u>		
TOTAL	35	TOTAL	35

(b) Comments expressing Linguistic or Other Bias

5.06 Respondents making comments expressing linguistic or other bias numbered 15 and they made 16 comments, i.e. one respondent made two comments. Nine comments were from English- and 6 were from French-speaking respondents. There were 8 comments from organizations, 6 from individuals and one which could not be classified. Comments came from the following disciplines and provinces:

<u>DISCIPLINES</u>		<u>PROVINCE</u>	
Arts Admin.	1	New Brunswick	2
Dance	1	Quebec	3
Film	1	Ontario	6
Multimedia	1	Manitoba	1
Music	3	Alberta	1
Theatre	1	British Columbia	1
Video	1	<u>Miscellaneous</u>	<u>1</u>
Visual Arts	2		
Writing	2		
Media	1		
<u>Miscellaneous</u>	<u>1</u>		
TOTAL	15	TOTAL	15

(c) Economics of Council Activities

5.07 The number of respondents making comments concerning the economics of Council activities was 8 and the number of comments was also 8. Seven of the comments were from English- and 1 from a French-speaking respondent. The comments came from the following disciplines and provinces:

<u>DISCIPLINES</u>		<u>PROVINCE</u>	
Music	1	Nova Scotia	1
Writing	2	New Brunswick	2
Media	3	Ontario	4
<u>UNESCO</u>	<u>2</u>	<u>British Columbia</u>	<u>1</u>
TOTAL	8	TOTAL	8

CLIENT COMMENTS (cont'd)

(d) Comments concerning General Canada Council Services

5.08 The number of respondents making comments concerning general Council services was 29 and the number of comments was also 29. Twenty-three of the comments were from English- and 6 were from French-speaking respondents. There were 14 comments from organizations and 15 comments from individuals. The comments came from the following disciplines and provinces:

<u>DISCIPLINES</u>		<u>PROVINCE</u>	
Film	2	Nova Scotia	2
Multimedia	1	New Brunswick	1
Music	6	Quebec	6
Performance Art	1	Ontario	14
Video	1	Manitoba	3
Visual Arts	6	<u>British Columbia</u>	<u>3</u>
Writing	5		
Media	2		
<u>UNESCO</u>	<u>5</u>		
TOTAL	29	TOTAL	29

(e) Other Issues

5.09 The number of respondents with comments concerning other issues was 21, and the number of comments from these respondents was also 21. Fifteen comments were from English-speaking and 5 were from French-speaking respondents. One respondent made comments in both languages. There were 10 comments from individual artists and 11 from organizations. The comments came from the following disciplines and provinces:

<u>DISCIPLINES</u>		<u>PROVINCE</u>	
Dance	3	New Brunswick	2
Multimedia	1	Quebec	7
Music	4	Ontario	10
Visual Arts	2	Manitoba	1
Writing	2	<u>British Columbia</u>	<u>1</u>
Media	4		
<u>UNESCO</u>	<u>5</u>		
TOTAL	21	TOTAL	21

LANGUAGE PREFERENCE

6.01 When asked if the official language used in dealing with the Canada Council was the language which the respondent preferred to use 1,323 or 99% of respondents answered yes and 7 or 1% answered no (see Table 11, pages 36-39).

6.02 Of respondents answering that they did not use the official language which they preferred 4 were English-speaking, 2 were French-speaking and 1 was bilingual. Only 4 individual artists (3 English- and 1 French-speaking) answered that they did not use the official language which they preferred. Only 1 English-speaking arts organization answered no. Only 1 bilingual media organization and 1 French-speaking UNESCO client answered that they did not use the official language which they preferred.

6.03 Of the 4 individual artists who answered that they did not use the official language which they preferred 2 were musicians, 1 English-speaking in British Columbia and 1 French-speaking in Quebec; and, 2 were English-speaking respondents, 1 a visual artist in Ontario and 1 a multimedia artist in Quebec.

6.04 The 1 English-speaking arts organization which did not use its preferred official language was a writing organization in Ontario. The 1 media organization which did not use its preferred official language was a bilingual respondent in Quebec. The 1 French-speaking UNESCO client which did not use its preferred official language was in Ontario.

CLIENT IDENTITY

7.01 When informed that as a respondent one's identity would remain anonymous, 981 or 73% of respondents volunteered their names and addresses (see Table 12, page 40-43). Of respondents who voluntarily identified themselves 679 were English-speaking, 271 were French-speaking and 31 were bilingual.

7.02 Some 355 individual artists voluntarily identified themselves including 254 English-speaking, 92 French-speaking and 9 bilingual artists. Some 423 arts organizations volunteered their name and address including 289 English-speaking, 126 French-speaking and 8 bilingual arts organizations. Of media organizations surveyed 63 volunteered their identity including 42 English-speaking, 19 French-speaking and 2 bilingual organizations. Of UNESCO clients surveyed 140 volunteered their identity including 94 English-speaking, 34 French-speaking and 12 bilingual clients.

CLIENT SATISFACTION SURVEY OFFICIAL LANGUAGES

SUMMARY OF FINDINGS

A survey of Canada Council clients was conducted during July of 1982 to determine client satisfaction with the availability of Council services in both official languages; the quality of oral and written communications; and, whether clients dealt with the Council in their preferred official language. A total of 2,654 questionnaires were received by clients. Of this total 868 were received by individual artists or 33% of recipients; 809 by arts organizations or 30%; 437 media organizations or 16%; and, 540 UNESCO clients or 20%.

Response Rate

A total of 1,353 or 51% of recipients responded. Of the individual artists receiving the questionnaire 58% responded while 65% of arts organizations responded. Of media organizations receiving the questionnaire 24% responded while 40% of UNESCO recipients responded. Approximately 70% of all respondents were English-speaking; 27% French-speaking; and 3% bilingual.

By discipline, approximately 67% of Arts Administration and 59% of Dance recipients responded. Approximately 57% of Film and 50% of Multimedia recipients responded while 57% of Music and 47% of Performance Art recipients responded. Of Theatre recipients 65% responded and 61% of Video recipients. Approximately 60% of Visual Arts and 67% of Writing recipients responded.

By province and territory, approximately 48% of Newfoundland and Prince Edward Island recipients responded while 57% of Nova Scotia and 48% of New Brunswick recipients responded. Of recipients in Quebec and Ontario approximately 50% responded while 52% of Manitoba and 48% of Saskatchewan recipients responded. Approximately 55% of Alberta and 54% of British Columbia recipients responded while 17% of Northwest Territories and 67% of Yukon recipients responded.

Availability of Service

When asked how they rated the availability of service from the Canada Council in the official language of their choice 1,320 or 99% of respondents answered that they were either very satisfied or satisfied. Only 8 or 1% of respondents answered that they were not satisfied.

Quality of Oral Communications

When asked to rate the quality of oral communications in the official language of their choice 1,268 or 98% of respondents answered that they were either very satisfied or satisfied. Only 22 or 2% of respondents answered that they were not satisfied.

Quality of Written Communications

When asked to rate the quality of written communications in the official language of their choice 1,301 or 98% of respondents answered that they were either very satisfied or satisfied. Only 23 or 2% of respondents answered that they were not satisfied.

CLIENT SATISFACTION SURVEY
OFFICIAL LANGUAGES

SUMMARY OF FINDINGS
(cont'd)

Language Preference

When asked if the official language used in dealing with the Canada Council was the language which the respondent preferred to use 1,323 or 99% of respondents answered yes and 7 or 1% answered no.

Client Identity

When informed that as a respondent one's identity would remain anonymous, 981 or 73% of respondents volunteered their names and addresses. Of respondents who voluntarily identified themselves 679 were English-speaking, 271 were French-speaking and 31 were bilingual.



1957-1982

The Canada Council Conseil des Arts du Canada

le 12 juillet 1982

Cher Monsieur ou Chère Madame,

Conformément à la Loi sur les langues officielles, le Conseil des Arts du Canada a pour principe de bien servir le public, tant en français qu'en anglais.

Le Conseil du Trésor, qui coordonne la mise en application de la Loi sur les langues officielles, a demandé au Conseil d'évaluer ses pratiques à cet égard. A cette fin, le Conseil a décidé de mener une petite enquête auprès d'un certain nombre de ses "clients" et de ceux de la Commission canadienne pour l'Unesco. En son nom, je viens donc vous demander de bien vouloir remplir le questionnaire ci-joint et de nous le retourner dans l'enveloppe pré-adressée qui l'accompagne. Ainsi vous nous aiderez à découvrir et à corriger les lacunes qui pourraient exister.

Je vous remercie à l'avance de votre bonne collaboration et vous prie d'agréer l'assurance de mes sentiments distingués.

Le Secrétaire associé,

Mario Lavoie

Pièce jointe (1)



1957-1982

The Canada Council Conseil des Arts du Canada

12 July 1982

Dear Sir or Madam:

It is a policy of the Canada Council, in keeping with the Official Languages Act, to provide fully satisfactory service to the public in both English and French.

The Treasury Board, which is responsible for co-ordinating the implementation of the Official Languages Act, has asked the Council to evaluate its current practices in this regard. For this purpose, the Council is conducting a survey of a cross-section of its clients and those of the Canadian Commission for Unesco, and I would accordingly be grateful if you or your organization would kindly complete the enclosed questionnaire and return it to us in the accompanying self-addressed envelope. This will assist us in identifying and correcting any weaknesses that may exist.

I thank you in advance for your co-operation.

Yours truly,

Mario Lavoie
Associate Secretary
of the Council

Enclosure (1)

QUESTIONNAIRE

Les questions ci-dessous ont pour objet d'aider le Conseil des Arts à évaluer ses pratiques actuelles en ce qui touche le service à ses diverses clientèles (individus et institutions) dans la langue officielle de leur choix. Prière d'y répondre en fonction de votre expérience.

1. Quelle langue officielle avez-vous utilisée dans vos rapports avec le Conseil des Arts?

l'anglais ☐ Le français ☐

2. Quelle est votre évaluation des services offerts par le Conseil dans la langue officielle que vous avez indiquée ci-dessus?

a) Accessibilité

Entièrement satisfaisante ☐ Satisfaisante ☐ Non satisfaisante ☐

b) Qualité des communications orales

Entièrement satisfaisante ☐ Satisfaisante ☐ Non satisfaisante ☐

c) Qualité des communications écrites (correspondance, publications, communiqués, etc.)

Entièrement satisfaisante ☐ Satisfaisante ☐ Non satisfaisante ☐

3. Si vous avez répondu "non satisfaisante" sous a), b), ou c), veuillez vous en expliquer brièvement:

4. La langue officielle que vous avez indiquée sous 1) ci-dessus est-elle celle que vous utilisez habituellement de préférence?

☐ Oui

☐ Non. J'ai choisi de l'utiliser dans ce cas pour la raison suivante:

Il n'est pas demandé aux répondants de s'identifier. Si toutefois vous désirez le faire, n'hésitez pas:

Nom:

(Individu ou institution, ou les deux)

Adresse:

Nº de téléphone:

Prière de retourner ce questionnaire au Conseil des Arts du Canada, dans l'enveloppe pré-adressée qui l'accompagne, si possible avant le 1 août/82. Le Conseil vous remercie vivement de votre concours.

QUESTIONNAIRE

The questions appearing below are intended to assist the Canada Council in evaluating its current practices in relation to its overall policy of serving the public (both individuals and organizations) in the official language of their choice. You are asked to answer the questions on the basis of your own experience.

1. In which official language have you been dealing with the Canada Council?

English ☐

French ☐

2. How would you rate the services offered by the Canada Council in the official language indicated above?

a) Availability

Very satisfactory ☐

Satisfactory ☐

Not satisfactory ☐

b) Quality of oral communications

Very satisfactory ☐

Satisfactory ☐

Not satisfactory ☐

c) Quality of written communications

Very satisfactory ☐

Satisfactory ☐

Not satisfactory ☐

3. If you have answered "not satisfactory" under any of items a), b), or c), please explain briefly:

4. Is the official language shown under 1) above the one you generally prefer to use?

☐ Yes

☐ No. I chose to use it in this case for the following reason:

As a respondent, it is your privilege to remain anonymous. If, however, you wish to identify yourself, please do so in this space:

Name:

(Individual or organization, or both)

Address:

Telephone No.:

Please return this questionnaire to the Canada Council in the accompanying self-addressed envelope, if possible by 1 Aug/82. Your co-operation is deeply appreciated.

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 1(a)
Population Universe
Mail-Out July 12, 1982

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Art Admin.	1	--	1	--	-	-	-	-	1	--	10	.4	3	.1	-	-	1	--	3	.1	-	-	-	-	20	.7
Individuals	1	--	1	--	-	-	-	-	1	--	10	.4	3	.1	-	-	1	--	3	.1	-	-	-	-	20	.7
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	1	--	-	-	1	--	-	-	18	.7	39	1.4	6	.2	1	--	1	--	9	.3	-	-	-	-	76	2.8
Individuals	-	-	-	-	1	--	-	-	12	.4	26	1.0	3	.1	-	-	-	-	3	.1	-	-	-	-	45	1.7
Organizations	1	--	-	-	-	-	-	-	6	.2	13	.5	3	.1	1	--	1	--	6	.2	-	-	-	-	31	1.1
Film	2	.1	-	-	4	.1	2	.1	32	1.2	24	.9	2	.1	1	--	2	.1	9	.3	-	-	-	-	78	2.9
Individuals	-	-	-	-	3	.1	1	--	23	.8	16	.6	-	-	-	-	-	-	7	.3	-	-	-	-	50	1.8
Organizations	2	.1	-	-	1	--	1	--	9	.3	8	.3	2	.1	1	--	2	.1	2	.1	-	-	-	-	28	1.0
Multimedia	-	-	-	-	1	--	1	--	4	.1	16	.6	-	-	-	-	-	-	-	-	-	-	-	-	22	.8
Individuals	-	-	-	-	1	--	1	--	4	.1	16	.6	-	-	-	-	-	-	-	-	-	-	-	-	22	.8
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	2	.1	2	.1	8	.3	5	.2	106	3.9	156	5.8	15	.6	6	.2	16	.6	35	1.3	-	-	1	--	352	13.0
Individuals	-	-	1	--	2	.1	-	-	56	2.1	67	2.5	7	.3	2	.1	6	.2	12	.4	-	-	1	--	154	5.7
Organizations	2	.1	1	--	6	.2	5	.2	50	1.8	89	3.3	8	.3	4	.1	10	.4	23	.8	-	-	-	-	198	7.3
Performance Art	-	-	-	-	1	--	-	-	10	.4	3	.1	-	-	-	-	-	-	3	.1	-	-	-	-	17	.6
Individuals	-	-	-	-	1	--	-	-	9	.3	2	.1	-	-	-	-	-	-	3	.1	-	-	-	-	15	.6
Organizations	-	-	-	-	-	-	-	-	1	--	1	--	-	-	-	-	-	-	-	-	-	-	-	-	2	.1
Theatre	6	.2	2	.1	8	.3	4	.1	97	3.6	91	3.4	5	.2	4	.1	16	.6	30	1.1	-	-	-	-	263	9.7
Individuals	1	--	1	--	3	.1	1	--	35	1.3	33	1.2	-	-	1	--	2	.1	11	.4	-	-	-	-	88	3.3
Français	-	-	-	-	1	--	1	--	23	.8	2	.1	-	-	-	-	1	--	1	--	-	-	-	-	29	1.1
English	1	--	1	--	2	.1	-	-	12	.4	31	1.1	-	-	1	--	1	--	10	.4	-	-	-	-	59	2.2
Organizations	5	.2	1	--	5	.2	3	.1	62	2.3	58	2.1	5	.2	3	.1	14	.5	19	.7	-	-	-	-	175	6.5
Video	-	-	-	-	3	.1	-	-	7	.3	17	.6	-	-	-	-	-	-	6	.2	-	-	-	-	33	1.2
Individuals	-	-	-	-	1	--	-	-	2	.1	9	.3	-	-	-	-	-	-	2	.1	-	-	-	-	14	.5
Organizations	-	-	-	-	2	.1	-	-	5	.2	8	.3	-	-	-	-	-	-	4	.1	-	-	-	-	19	.7
Visual Arts	3	.1	6	.2	15	.6	6	.2	118	4.4	187	6.9	14	.5	6	.2	27	1.0	45	1.7	-	-	-	-	427	15.8
Individuals	1	--	4	.1	10	.4	4	.1	97	3.6	158	5.8	10	.4	2	.1	18	.7	39	1.4	-	-	-	-	343	12.7
Organizations	2	.1	2	.1	5	.2	2	.1	21	.8	29	1.1	4	.1	4	.1	9	.3	6	.2	-	-	-	-	84	3.1
Writing	5	.2	1	--	9	.3	3	.3	163	6.0	172	6.4	11	.4	9	.3	12	.4	44	1.6	-	-	-	-	434	16.0
Individuals	2	.1	-	-	2	.1	2	.1	99	2.2	58	2.1	3	.1	3	.1	5	.2	15	.6	-	-	-	-	149	5.5
Français	-	-	-	-	-	-	1	--	46	1.7	5	.2	-	-	-	-	-	-	-	-	-	-	-	-	52	1.9
English	2	.1	-	-	2	.1	1	--	13	.5	53	2.0	3	.1	3	.1	5	.2	15	.6	-	-	-	-	97	3.6
Organizations	3	.1	1	--	7	.3	6	.2	104	3.8	114	4.2	8	.3	6	.2	7	.3	29	1.1	-	-	-	-	285	10.5
TOTAL	33	1.2	22	.8	83	3.1	59	2.2	817	30.2	1083	40.0	94	3.5	74	2.7	155	5.7	278	10.3	6	.2	3	.1	2707	100
Individuals	5	.2	7	.3	24	.9	9	.3	298	11.0	395	14.6	26	1.0	8	.3	32	1.2	95	3.5	-	-	1	--	900	33.2
Organizations	28	1.0	15	.6	59	2.2	50	1.8	519	19.2	688	25.4	68	2.5	66	2.4	123	4.5	183	6.8	6	.2	2	.1	1807	66.8
Art Org.	15	.6	5	.2	26	1.0	17	.6	258	9.5	320	11.8	30	1.1	19	.7	43	1.6	89	3.3	-	-	-	-	822	30.4
Media	6	.2	3	.1	13	.5	13	.5	85	3.1	164	6.1	22	.8	25	.9	47	1.7	57	2.1	3	.1	1	--	439	16.2
Unesco	7	.3	7	.3	20	.7	20	.7	176	6.5	204	7.5	16	.6	22	.8	33	1.2	37	1.4	3	.1	1	--	546	20.2

- figures may not add due to rounding -

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 1(b)

Population Universe
Received

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Art Admin.	1	—	1	—	—	—	—	—	1	—	8	.3	3	.1	—	—	1	—	3	.1	—	—	—	—	18	.7
Individuals	1	—	1	—	—	—	—	—	1	—	8	.3	3	.1	—	—	1	—	3	.1	—	—	—	—	18	.7
Organizations	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Dance	1	—	—	—	1	—	—	—	18	.7	39	1.5	6	.2	1	—	1	—	9	.3	—	—	—	—	76	2.9
Individuals	—	—	—	—	1	—	—	—	12	.5	26	1.0	3	.1	—	—	—	—	3	.1	—	—	—	—	45	1.7
Organizations	1	—	—	—	—	—	—	—	6	.2	13	.5	3	.1	1	—	1	—	6	.2	—	—	—	—	31	1.2
Film	2	.1	—	—	4	.2	2	.1	31	1.2	24	.9	2	.1	1	—	2	.1	9	.3	—	—	—	—	77	2.9
Individuals	—	—	—	—	3	.1	1	—	22	.8	16	.6	—	—	—	—	—	—	7	.3	—	—	—	—	49	1.8
Organizations	2	.1	—	—	1	—	1	—	9	.3	8	.3	2	.1	1	—	2	.1	2	.1	—	—	—	—	28	1.1
Multimedia	—	—	—	—	1	—	1	—	4	.2	16	.6	—	—	—	—	—	—	—	—	—	—	—	—	22	.8
Individuals	—	—	—	—	1	—	1	—	4	.2	16	.6	—	—	—	—	—	—	—	—	—	—	—	—	22	.8
Organizations	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Music	2	.1	1	—	8	.3	5	.2	102	3.8	153	5.8	13	.5	6	.2	16	.6	35	1.3	—	—	1	—	342	12.9
Individuals	—	—	—	—	2	.1	—	—	53	2.0	65	2.4	6	.2	2	.1	6	.2	12	.5	—	—	1	—	147	5.5
Organizations	2	.1	1	—	6	.2	5	.2	49	1.8	88	3.3	7	.3	4	.2	10	.4	23	.9	—	—	—	—	195	7.3
Performance Art	—	—	—	—	1	—	—	—	9	.3	2	.1	—	—	—	—	—	—	3	.1	—	—	—	—	15	.6
Individuals	—	—	—	—	1	—	—	—	8	.3	1	—	—	—	—	—	—	—	3	.1	—	—	—	—	13	.5
Organizations	—	—	—	—	—	—	—	—	1	—	1	—	—	—	—	—	—	—	—	—	—	—	—	—	2	.1
Theatre	6	.2	2	.1	8	.3	4	.2	93	3.5	90	3.4	5	.2	4	.2	15	.6	27	1.0	—	—	—	—	254	9.6
Individuals	1	—	1	—	3	.1	1	—	32	1.2	33	1.2	—	—	1	—	1	—	9	.3	—	—	—	—	82	3.1
Organizations	5	.2	1	—	5	.2	3	.1	61	2.3	57	2.1	5	.2	3	.1	14	.5	18	.7	—	—	—	—	172	6.5
Video	—	—	—	—	3	.1	—	—	7	.3	16	.6	—	—	—	—	—	—	5	.2	—	—	—	—	31	1.2
Individuals	—	—	—	—	1	—	—	—	2	.1	8	.3	—	—	—	—	—	—	1	—	—	—	—	—	12	.5
Organizations	—	—	—	—	2	.1	—	—	5	.2	8	.3	—	—	—	—	—	—	4	.2	—	—	—	—	19	.7
Visual Arts	3	.1	6	.2	15	.6	6	.2	116	4.4	181	6.8	14	.5	6	.2	27	1.0	44	1.7	—	—	—	—	418	15.7
Individuals	1	—	4	.2	10	.4	4	.2	95	3.6	153	5.8	10	.4	2	.1	18	.7	39	1.5	—	—	—	—	336	12.7
Organizations	2	.1	2	.1	5	.2	2	.1	21	.8	28	1.1	4	.2	4	.2	9	.3	5	.2	—	—	—	—	82	3.1
Writing	5	.2	1	—	9	.3	8	.3	160	6.0	165	6.2	11	.4	9	.3	12	.5	44	1.7	—	—	—	—	424	16
Individuals	2	.1	—	—	2	.1	2	.1	57	2.1	55	2.1	3	.1	3	.1	5	.2	15	.6	—	—	—	—	144	5.4
Organizations	3	.1	1	—	7	.3	6	.2	103	3.9	110	4.1	8	.3	6	.2	7	.3	29	1.1	—	—	—	—	280	10.6
TOTAL	33	1.2	21	.8	83	3.1	58	2.2	798	30.1	1061	40	92	3.5	73	2.8	153	5.8	273	10	6	.2	3	.1	2654	100
Individuals	5	.2	6	.2	24	.9	9	.3	286	10.8	381	14.4	25	.9	8	.3	31	1.1	92	3.4	—	—	1	—	868	33
Organizations	28	1.1	15	.6	59	2.2	49	1.8	512	19.3	680	25.6	67	2.5	65	2.4	122	4.6	181	6.8	6	.2	2	.1	1786	67
Art Org.	15	.6	5	.2	26	1.0	17	.6	255	9.6	313	11.8	29	1.1	19	.7	43	1.6	87	3.3	—	—	—	—	309	30
Media	6	.2	3	.1	13	.5	13	.5	84	3.2	164	6.2	22	.8	25	.9	46	1.7	57	2.1	3	.1	1	—	437	16
Unesco	7	.3	7	.3	20	.8	19	.7	173	6.5	203	7.6	16	.6	21	.8	33	1.2	37	1.4	3	.1	1	—	540	20

- figures may not add due to rounding -

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 2
Response Rate

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Art Admin.	-	-	-	-	-	-	-	-	1	100	6	75	2	67	-	-	-	-	3	100	-	-	-	-	12	67
Individuals	-	-	-	-	-	-	-	-	1	100	6	75	2	67	-	-	-	-	3	100	-	-	-	-	12	67
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	1	100	-	-	1	100	-	-	11	61	20	51	4	67	1	100	1	100	6	67	-	-	-	-	45	59
Individuals	-	-	-	-	1	100	-	-	6	50	12	46	1	33	-	-	-	-	1	33	-	-	-	-	21	47
Organizations	1	100	-	-	-	-	-	-	5	83	8	62	3	100	1	100	1	100	5	83	-	-	-	-	24	77
Film	2	100	-	-	3	75	1	50	14	45	14	58	1	50	1	100	2	100	6	67	-	-	-	-	44	57
Individuals	-	-	-	-	2	67	1	100	8	36	9	56	-	-	-	-	-	-	5	71	-	-	-	-	25	51
Organizations	2	100	-	-	1	100	-	-	6	67	5	63	1	50	1	100	2	100	1	50	-	-	-	-	19	68
Multimedia	-	-	-	-	1	100	1	100	3	75	6	38	-	-	-	-	-	-	-	-	-	-	-	-	11	50
Individuals	-	-	-	-	1	100	1	100	3	75	6	38	-	-	-	-	-	-	-	-	-	-	-	-	11	50
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	1	50	-	-	6	75	3	60	64	63	80	52	9	69	2	33	11	69	18	51	-	-	1	100	195	57
Individuals	-	-	-	-	2	100	-	-	32	60	30	46	5	83	-	-	4	67	7	58	-	-	1	100	81	55
Organizations	1	50	-	-	4	67	3	60	32	65	50	57	4	57	2	50	7	70	11	48	-	-	-	-	114	58
Performance Art	-	-	-	-	1	100	-	-	5	56	-	-	-	-	-	-	-	-	1	33	-	-	-	-	7	47
Individuals	-	-	-	-	1	100	-	-	4	50	-	-	-	-	-	-	-	-	1	33	-	-	-	-	6	46
Organizations	-	-	-	-	-	-	-	-	1	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	50
Theatre	3	50	-	-	6	75	4	100	56	60	54	60	5	100	2	50	10	67	24	89	-	-	-	-	164	65
Individuals	-	-	-	-	1	33	1	100	16	50	17	52	-	-	-	-	1	100	8	89	-	-	-	-	44	54
Organizations	3	60	-	-	5	100	3	100	40	66	37	65	5	100	2	67	9	64	16	89	-	-	-	-	120	70
Video	-	-	-	-	1	33	-	-	4	57	10	63	-	-	-	-	-	-	4	25	-	-	-	-	19	61
Individuals	-	-	-	-	1	100	-	-	1	50	4	50	-	-	-	-	-	-	1	100	-	-	-	-	7	58
Organizations	-	-	-	-	-	-	-	-	3	60	6	75	-	-	-	-	-	-	3	75	-	-	-	-	12	63
Visual Arts	1	33	5	83	10	67	3	50	66	57	108	60	10	71	5	83	19	70	23	52	-	-	-	-	250	60
Individuals	-	-	3	75	7	70	1	25	57	60	91	59	6	60	1	50	13	72	19	49	-	-	-	-	198	59
Organizations	1	50	2	100	3	60	2	100	9	43	17	61	4	100	4	100	6	67	4	80	-	-	-	-	52	63
Writing	5	100	-	-	7	78	6	75	96	60	107	65	10	91	8	89	10	83	34	77	-	-	-	-	283	67
Individuals	2	100	-	-	2	100	2	100	32	56	38	69	3	100	3	100	4	80	10	67	-	-	-	-	96	67
Organizations	3	100	-	-	5	71	4	67	64	62	69	63	7	88	5	83	6	86	24	83	-	-	-	-	187	67
TOTAL	16	48	10	48	47	57	28	48	398	50	533	50	52	57	35	48	84	55	147	54	1	17	2	67	1353	51
Individuals	2	40	3	50	18	75	6	67	160	56	213	56	17	68	4	50	22	71	55	60	-	-	1	100	501	58
Organizations	14	50	7	47	29	49	22	45	238	46	320	47	35	52	31	48	62	51	92	51	1	17	1	50	852	48
Art Org.	11	73	2	40	18	69	12	71	160	63	192	61	24	83	15	79	31	72	64	74	-	-	-	-	529	65
Media	-	-	2	67	4	31	4	31	20	24	41	25	3	14	6	24	10	22	15	26	1	33	-	-	106	24
Unesco	3	43	3	43	7	35	6	32	58	34	87	43	8	50	10	48	21	64	13	35	-	-	1	100	217	40

- figures may not add due to rounding -

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 3
a) Number & Percent of All Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Art Admin.	-	-	-	-	-	-	-	-	1	.1	6	.4	2	.1	-	-	-	-	3	.2	-	-	-	-	12	.9
Individuals	-	-	-	-	-	-	-	-	1	.1	6	.4	2	.1	-	-	-	-	3	.2	-	-	-	-	12	.9
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	1	.1	-	-	1	.1	-	-	11	.8	20	1.5	4	.3	1	.1	1	.1	6	.4	-	-	-	-	45	3.3
Individuals	-	-	-	-	1	.1	-	-	6	.4	12	.9	1	.1	-	-	-	-	1	.1	-	-	-	-	21	1.6
Organizations	1	.1	-	-	-	-	-	-	5	.4	8	.6	3	.2	1	.1	1	.1	5	.4	-	-	-	-	24	1.8
Film	2	.1	-	-	3	.2	1	.1	14	1.0	14	1.0	1	.1	1	.1	2	.1	6	.4	-	-	-	-	44	3.3
Individuals	-	-	-	-	2	.1	1	.1	8	.6	9	.7	-	-	-	-	-	-	5	.4	-	-	-	-	25	1.8
Organizations	2	.1	-	-	1	.1	-	-	6	.4	5	.4	1	.1	1	.1	2	.1	1	.1	-	-	-	-	19	1.4
Multimedia	-	-	-	-	1	.1	1	.1	3	.2	6	.4	-	-	-	-	-	-	-	-	-	-	-	-	11	.8
Individuals	-	-	-	-	1	.1	1	.1	3	.2	6	.4	-	-	-	-	-	-	-	-	-	-	-	-	11	.8
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	1	.1	-	-	6	.4	3	.2	64	4.7	80	5.9	9	.7	2	.1	11	.8	18	1.3	-	-	1	.1	195	14.4
Individuals	-	-	-	-	2	.1	-	-	32	2.4	30	2.2	5	.4	-	-	4	.3	7	.5	-	-	1	.1	81	6.0
Organizations	1	.1	-	-	4	.3	3	.2	32	2.4	50	3.7	4	.3	2	.1	7	.5	11	.8	-	-	-	-	114	8.4
Performance Art	-	-	-	-	1	.1	-	-	5	.4	-	-	-	-	-	-	-	-	1	.1	-	-	-	-	7	.5
Individuals	-	-	-	-	1	.1	-	-	4	.3	-	-	-	-	-	-	-	-	1	.1	-	-	-	-	6	.4
Organizations	-	-	-	-	-	-	-	-	1	.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	.07
Theatre	3	.2	-	-	6	.4	4	.3	56	4.1	54	4.0	5	.4	2	.1	10	.7	24	1.8	-	-	-	-	164	12.1
Individuals	-	-	-	-	1	.1	1	.1	16	1.2	17	1.3	-	-	-	-	1	.1	8	.6	-	-	-	-	44	3.3
Organizations	3	.2	-	-	5	.4	3	.2	40	3.0	37	2.7	5	.4	2	.1	9	.7	16	1.2	-	-	-	-	120	8.9
Video	-	-	-	-	1	.1	-	-	4	.3	10	.7	-	-	-	-	-	-	4	.3	-	-	-	-	19	1.4
Individuals	-	-	-	-	1	.1	-	-	1	.1	4	.3	-	-	-	-	-	-	1	.1	-	-	-	-	7	.5
Organizations	-	-	-	-	-	-	-	-	3	.2	6	.4	-	-	-	-	-	-	3	.2	-	-	-	-	12	.9
Visual Arts	1	.1	5	.4	10	.7	3	.2	66	4.9	108	8.0	10	.7	5	.4	19	1.4	23	1.7	-	-	-	-	250	18.5
Individuals	-	-	3	.2	7	.5	1	.1	57	4.2	91	6.7	6	.4	1	.1	13	1.0	19	1.4	-	-	-	-	198	14.6
Organizations	1	.1	2	.1	3	.2	2	.1	9	.7	17	1.3	4	.3	4	.3	6	.4	4	.3	-	-	-	-	52	3.8
Writing	5	.4	-	-	7	.5	6	.4	96	7.1	107	7.9	10	.7	8	.6	10	.7	34	2.5	-	-	-	-	283	20.9
Individuals	2	.1	-	-	2	.1	2	.1	32	2.4	38	2.8	3	.2	3	.2	4	.3	10	.7	-	-	-	-	96	7.1
Organizations	3	.2	-	-	5	.4	4	.3	64	4.7	69	5.1	7	.5	5	.4	6	.4	24	1.8	-	-	-	-	187	13.8
TOTAL	16	1.2	10	.7	47	3.5	28	2.1	398	29.4	533	39.4	52	3.8	35	2.6	84	6.2	147	10.9	1	.1	2	.1	1353	100
Individuals	2	.1	3	.2	18	1.3	6	.4	160	11.8	213	15.7	17	1.3	4	.3	22	1.6	55	4.1	-	-	1	.1	501	37.0
Organizations	14	1.0	7	.5	29	2.1	22	1.6	238	17.6	320	23.7	35	2.6	31	2.3	62	4.6	92	6.8	1	.1	1	.1	852	62.9
Art Org.	11	.8	2	.1	18	1.3	12	.9	160	11.8	192	14.2	24	1.8	15	1.1	31	2.3	64	4.7	-	-	-	-	529	39.0
Media	-	-	2	.1	4	.3	4	.3	20	1.5	41	3.0	3	.2	6	.4	10	.7	15	1.1	1	.1	-	-	106	7.8
Unesco	3	.2	3	.2	7	.5	6	.4	58	4.3	87	6.4	8	.6	10	.7	21	1.6	13	1.0	-	-	1	.1	217	16.0

- figures may not add due to rounding -

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 3
b) Number & Percent of English Speaking Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Art Admin.	-	-	-	-	-	-	-	-	-	-	5	.4	2	.1	-	-	-	-	3	.2	-	-	-	-	10	.7
Individuals	-	-	-	-	-	-	-	-	-	-	5	.4	2	.1	-	-	-	-	3	.2	-	-	-	-	10	.7
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	1	.1	-	-	1	.1	-	-	2	.1	17	1.3	4	.3	1	.1	1	.1	6	.4	-	-	-	-	33	2.4
Individuals	-	-	-	-	1	.1	-	-	1	.1	10	.7	1	.1	-	-	-	-	1	.1	-	-	-	-	14	1.0
Organizations	1	.1	-	-	-	-	-	-	1	.1	7	.5	3	.2	1	.1	1	.1	5	.4	-	-	-	-	19	1.4
Film	2	.1	-	-	2	.1	-	-	3	.2	14	1.0	1	.1	1	.1	2	.1	6	.4	-	-	-	-	31	2.3
Individuals	-	-	-	-	1	.1	-	-	3	.2	9	.7	-	-	-	-	-	-	5	.4	-	-	-	-	18	1.3
Organizations	2	.1	-	-	1	.1	-	-	-	-	5	.4	1	.1	1	.1	2	.1	1	.1	-	-	-	-	13	1.0
Multimedia	-	-	-	-	-	-	-	-	1	.1	6	.4	-	-	-	-	-	-	-	-	-	-	-	-	7	.5
Individuals	-	-	-	-	-	-	-	-	1	.1	6	.4	-	-	-	-	-	-	-	-	-	-	-	-	7	.5
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	1	.1	-	-	5	.4	2	.1	9	.7	77	5.7	9	.7	2	.1	11	.8	18	1.3	-	-	1	.1	135	10.0
Individuals	-	-	-	-	1	.1	-	-	5	.4	29	2.1	5	.4	-	-	4	.3	7	.5	-	-	1	.1	52	3.8
Organizations	1	.1	-	-	4	.3	2	.1	4	.3	48	3.5	4	.3	2	.1	7	.5	11	.8	-	-	-	-	83	6.1
Performance Art	-	-	-	-	1	.1	-	-	-	-	-	-	-	-	-	-	-	-	1	.1	-	-	-	-	2	.1
Individuals	-	-	-	-	1	.1	-	-	-	-	-	-	-	-	-	-	-	-	1	.1	-	-	-	-	2	.1
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Theatre	3	.2	-	-	6	.4	1	.1	8	.6	51	3.8	4	.3	2	.1	10	.7	24	1.8	-	-	-	-	109	8.1
Individuals	-	-	-	-	1	.1	-	-	6	.4	17	1.3	-	-	-	-	1	.1	8	.6	-	-	-	-	33	2.4
Organizations	3	.2	-	-	5	.4	1	.1	2	.1	34	2.5	4	.3	2	.1	9	.7	16	1.2	-	-	-	-	76	5.6
Video	-	-	-	-	1	.1	-	-	-	-	10	.7	-	-	-	-	-	-	4	.3	-	-	-	-	15	1.1
Individuals	-	-	-	-	1	.1	-	-	-	-	4	.3	-	-	-	-	-	-	1	.1	-	-	-	-	6	.4
Organizations	-	-	-	-	-	-	-	-	-	-	6	.4	-	-	-	-	-	-	3	.2	-	-	-	-	9	.7
Visual Arts	1	.1	5	.4	10	.7	1	.1	18	1.3	105	7.8	10	.7	5	.4	19	1.4	22	1.6	-	-	-	-	196	14.5
Individuals	-	-	3	.2	7	.5	-	-	17	1.3	88	6.5	6	.4	1	.1	13	1.0	18	1.3	-	-	-	-	153	11.3
Organizations	1	.1	2	.1	3	.2	1	.1	1	.1	17	1.3	4	.3	4	.3	6	.4	4	.3	-	-	-	-	43	3.2
Writing	5	.4	-	-	7	.5	3	.2	12	.9	100	7.4	8	.6	8	.6	10	.7	34	2.5	-	-	-	-	187	13.8
Individuals	2	.1	-	-	2	.1	1	.1	6	.4	33	2.4	3	.2	3	.2	4	.3	10	.7	-	-	-	-	64	4.7
Organizations	3	.2	-	-	5	.4	2	.1	6	.4	67	5.0	5	.4	5	.4	6	.4	24	1.8	-	-	-	-	123	9.1
TOTAL	16	1.2	10	.7	44	3.3	14	1.0	69	5.1	484	35.8	48	3.5	33	2.4	83	6.1	146	10.8	1	.1	2	.1	950	70.2
Individuals	2	.1	3	.2	15	1.1	1	.1	39	2.9	201	14.9	17	1.3	4	.3	22	1.6	54	4.0	-	-	1	.1	359	26.5
Organizations	14	1.0	7	.5	29	2.1	13	1.0	30	2.2	283	20.9	31	2.3	29	2.1	61	4.5	92	6.8	1	.1	1	.1	591	43.7
Art Org.	11	.8	2	.1	18	1.3	6	.4	14	1.0	184	13.6	21	1.6	15	1.1	31	2.3	64	4.7	-	-	-	-	366	27.1
Media	-	-	2	.1	4	.3	2	.1	3	.2	30	2.2	3	.2	6	.4	9	.7	15	1.1	1	.1	-	-	75	5.5
Unesco	3	.2	3	.2	7	.5	5	.4	13	1.0	69	5.1	7	.5	8	.6	21	1.6	13	1.0	-	-	1	.1	150	11.1

- figures may not add due to rounding -

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 3
c) Number & Percent of French Speaking Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Art Admin.	-	-	-	-	-	-	-	-	1	.1	1	.1	-	-	-	-	-	-	-	-	-	-	-	-	2	.1
Individuals	-	-	-	-	-	-	-	-	1	.1	1	.1	-	-	-	-	-	-	-	-	-	-	-	-	2	.1
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	-	-	-	-	7	.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	.5
Individuals	-	-	-	-	-	-	-	-	4	.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	.3
Organizations	-	-	-	-	-	-	-	-	3	.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	.2
Film	-	-	-	-	-	-	1	.1	11	.8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	12	.9
Individuals	-	-	-	-	-	-	1	.1	5	.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6	.4
Organizations	-	-	-	-	-	-	-	-	6	.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6	.4
Multimedia	-	-	-	-	1	.1	1	.1	2	.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	.3
Individuals	-	-	-	-	1	.1	1	.1	2	.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	.3
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	-	-	-	-	1	.1	1	.1	49	3.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	51	3.8
Individuals	-	-	-	-	1	.1	-	-	26	1.9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	27	2.0
Organizations	-	-	-	-	-	-	1	.1	23	1.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	24	1.8
Performance Art	-	-	-	-	-	-	-	-	5	.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	.4
Individuals	-	-	-	-	-	-	-	-	4	.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	.3
Organizations	-	-	-	-	-	-	-	-	1	.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	.1
Theatre	-	-	-	-	-	-	3	.2	47	3.5	3	.2	1	.1	-	-	-	-	-	-	-	-	-	-	54	4.0
Individuals	-	-	-	-	-	-	1	.1	10	.7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	11	.8
Organizations	-	-	-	-	-	-	2	.1	37	2.7	3	.2	1	.1	-	-	-	-	-	-	-	-	-	-	43	3.2
Video	-	-	-	-	-	-	-	-	4	.3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	.3
Individuals	-	-	-	-	-	-	-	-	1	.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	.1
Organizations	-	-	-	-	-	-	-	-	3	.2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	.2
Visual Arts	-	-	-	-	-	-	2	.1	43	3.2	2	.1	-	-	-	-	-	-	-	-	-	-	-	-	47	3.5
Individuals	-	-	-	-	-	-	1	.1	36	2.7	2	.1	-	-	-	-	-	-	-	-	-	-	-	-	39	2.9
Organizations	-	-	-	-	-	-	1	.1	7	.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	8	.6
Writing	-	-	-	-	-	-	3	.2	83	6.1	6	.4	2	.1	-	-	-	-	-	-	-	-	-	-	94	6.9
Individuals	-	-	-	-	-	-	1	.1	26	1.9	4	.3	-	-	-	-	-	-	-	-	-	-	-	-	31	2.3
Organizations	-	-	-	-	-	-	2	.1	57	4.2	2	.1	2	.1	-	-	-	-	-	-	-	-	-	-	63	4.7
TOTAL	-	-	-	-	2	.1	14	1.0	310	22.9	31	2.3	4	.3	-	-	1	.1	-	-	-	-	-	-	362	26.8
Individuals	-	-	-	-	2	.1	5	.4	115	8.5	7	.5	-	-	-	-	-	-	-	-	-	-	-	-	129	9.5
Organizations	-	-	-	-	-	-	9	.7	195	14.4	24	1.8	4	.3	-	-	1	.1	-	-	-	-	-	-	233	17.2
Art Org.	-	-	-	-	-	-	6	.4	137	10.1	5	.4	3	.2	-	-	-	-	-	-	-	-	-	-	151	11.2
Media	-	-	-	-	-	-	2	.1	16	1.2	9	.7	-	-	-	-	1	.1	-	-	-	-	-	-	28	2.1
Unesco	-	-	-	-	-	-	1	.1	42	3.1	10	.7	1	.1	-	-	-	-	-	-	-	-	-	-	54	4.0

- figures may not add due to rounding -

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 3
d) Number & Percent of Bilingual Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Art Admin.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	-	-	-	-	2	.1	3	.2	-	-	-	-	-	-	-	-	-	-	-	-	5	.4
Individuals	-	-	-	-	-	-	-	-	1	.1	2	.1	-	-	-	-	-	-	-	-	-	-	-	-	3	.2
Organizations	-	-	-	-	-	-	-	-	1	.1	1	.1	-	-	-	-	-	-	-	-	-	-	-	-	2	.1
Film	-	-	-	-	1	.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	.1
Individuals	-	-	-	-	1	.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	.1
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Multimedia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	-	-	-	-	-	-	-	-	6	.4	3	.2	-	-	-	-	-	-	-	-	-	-	-	-	9	.7
Individuals	-	-	-	-	-	-	-	-	1	.1	1	.1	-	-	-	-	-	-	-	-	-	-	-	-	2	.1
Organizations	-	-	-	-	-	-	-	-	5	.4	2	.1	-	-	-	-	-	-	-	-	-	-	-	-	7	.5
Performance Art	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Theatre	-	-	-	-	-	-	-	-	1	.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	.1
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	1	.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	.1
Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Visual Arts	-	-	-	-	-	-	-	-	5	.4	1	.1	-	-	-	-	-	-	1	.1	-	-	-	-	7	.5
Individuals	-	-	-	-	-	-	-	-	4	.3	1	.1	-	-	-	-	-	-	1	.1	-	-	-	-	6	.4
Organizations	-	-	-	-	-	-	-	-	1	.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	.1
Writing	-	-	-	-	-	-	-	-	1	.1	1	.1	-	-	-	-	-	-	-	-	-	-	-	-	2	.1
Individuals	-	-	-	-	-	-	-	-	-	-	1	.1	-	-	-	-	-	-	-	-	-	-	-	-	1	.1
Organizations	-	-	-	-	-	-	-	-	1	.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	.1
TOTAL	-	-	-	-	1	.1	-	-	19	1.4	18	1.3	-	-	2	.1	-	-	1	.1	-	-	-	-	41	3.0
Individuals	-	-	-	-	1	.1	-	-	6	.4	5	.4	-	-	-	-	-	-	1	.1	-	-	-	-	13	1.0
Organizations	-	-	-	-	-	-	-	-	13	1.0	13	1.0	-	-	2	.1	-	-	-	-	-	-	-	-	28	2.1
Art Org.	-	-	-	-	-	-	-	-	9	.7	3	.2	-	-	-	-	-	-	-	-	-	-	-	-	12	.9
Media	-	-	-	-	-	-	-	-	1	.1	2	.1	-	-	-	-	-	-	-	-	-	-	-	-	3	.2
Unesco	-	-	-	-	-	-	-	-	3	.2	8	.6	-	-	2	.1	-	-	-	-	-	-	-	-	13	1.0

- figures may not add due to rounding -

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 4
Availability
a) Number of Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	1	-	6	-	2	-	-	-	-	-	3	-	-	-	-	-	12	-
Individuals	-	-	-	-	-	-	-	-	1	-	6	-	2	-	-	-	-	-	3	-	-	-	-	-	12	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	1	-	-	-	1	-	-	-	11	-	20	-	4	-	1	-	1	-	6	-	-	-	-	-	45	-
Individuals	-	-	-	-	1	-	-	-	6	-	12	-	1	-	-	-	-	-	1	-	-	-	-	-	21	-
Organizations	1	-	-	-	-	-	-	-	5	-	8	-	3	-	1	-	1	-	5	-	-	-	-	-	24	-
Film	2	-	-	-	2	1	-	1	14	-	14	-	1	-	1	-	2	-	6	-	-	-	-	-	42	2
Individuals	-	-	-	-	1	1	-	1	8	-	9	-	-	-	-	-	-	-	5	-	-	-	-	-	23	2
Organizations	2	-	-	-	1	-	-	-	6	-	5	-	1	-	1	-	2	-	1	-	-	-	-	-	19	-
Multimedia	-	-	-	-	1	-	1	-	3	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	11	-
Individuals	-	-	-	-	1	-	1	-	3	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	11	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	1	-	-	-	6	-	2	-	64	-	80	-	9	-	2	-	11	-	18	-	-	-	1	-	194	-
Individuals	-	-	-	-	2	-	-	-	32	-	30	-	5	-	-	-	4	-	7	-	-	-	1	-	81	-
Organizations	1	-	-	-	4	-	2	-	32	-	50	-	4	-	2	-	7	-	11	-	-	-	-	-	113	-
Performance Art	-	-	-	-	1	-	-	-	5	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	7	-
Individuals	-	-	-	-	1	-	-	-	4	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	6	-
Organizations	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Theatre	3	-	-	-	6	-	4	-	56	-	54	-	5	-	2	-	10	-	24	-	-	-	-	-	164	-
Individuals	-	-	-	-	1	-	1	-	16	-	17	-	-	-	-	-	1	-	8	-	-	-	-	-	44	-
Organizations	3	-	-	-	5	-	3	-	40	-	37	-	5	-	2	-	9	-	16	-	-	-	-	-	120	-
Video	-	-	-	-	1	-	-	-	4	-	9	-	-	-	-	-	-	-	4	-	-	-	-	-	18	-
Individuals	-	-	-	-	1	-	-	-	1	-	4	-	-	-	-	-	-	-	1	-	-	-	-	-	7	-
Organizations	-	-	-	-	-	-	-	-	3	-	5	-	-	-	-	-	-	-	3	-	-	-	-	-	11	-
Visual Arts	1	-	5	-	10	-	3	-	65	1	108	-	10	-	5	-	19	-	22	1	-	-	-	-	248	1
Individuals	-	-	3	-	7	-	1	-	57	-	91	-	6	-	1	-	13	-	18	1	-	-	-	-	197	1
Organizations	1	-	2	-	3	-	2	-	8	1	17	-	4	-	4	-	6	-	4	-	-	-	-	-	51	1
Writing	5	-	-	-	7	-	6	-	96	-	103	1	10	-	8	-	10	-	33	-	-	-	-	-	278	1
Individuals	2	-	-	-	2	-	2	-	32	-	37	-	3	-	3	-	4	-	10	-	-	-	-	-	95	-
Organizations	3	-	-	-	5	-	4	-	64	-	66	1	7	-	5	-	6	-	23	-	-	-	-	-	183	1
TOTAL	16	-	10	-	45	1	24	1	396	2	513	2	52	-	35	-	82	-	145	1	-	1	2	-	1320	8
Individuals	2	-	3	-	17	1	5	1	160	-	212	-	17	-	4	-	22	-	54	1	-	-	1	-	497	3
Organizations	14	-	7	-	28	-	19	-	236	2	301	2	35	-	31	-	60	-	91	-	-	1	1	-	823	5
Art Org.	11	-	2	-	18	-	11	-	159	1	188	1	24	-	15	-	31	-	63	-	-	-	-	-	322	2
Media	-	-	2	-	4	-	3	-	19	1	37	1	3	-	6	-	8	-	15	-	-	1	-	-	97	3
Unesco	3	-	3	-	6	-	5	-	58	-	76	-	8	-	10	-	21	-	13	-	-	-	-	-	204	-

Notes
VSS = Very Satisfied & Satisfied cells 201 & 202
NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 4
Availability
b) Number of English Speaking Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	-	-	5	-	2	-	-	-	-	-	3	-	-	-	-	-	10	-
Individuals	-	-	-	-	-	-	-	-	-	-	5	-	2	-	-	-	-	-	3	-	-	-	-	-	10	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	1	-	-	-	1	-	-	-	2	-	17	-	4	-	1	-	1	-	6	-	-	-	-	-	33	-
Individuals	-	-	-	-	1	-	-	-	1	-	10	-	1	-	-	-	-	-	1	-	-	-	-	-	14	-
Organizations	1	-	-	-	-	-	-	-	1	-	7	-	3	-	1	-	1	-	5	-	-	-	-	-	19	-
Film	2	-	-	-	1	1	-	-	3	-	14	-	1	-	1	-	2	-	6	-	-	-	-	-	30	1
Individuals	-	-	-	-	-	1	-	-	3	-	9	-	-	-	-	-	-	-	5	-	-	-	-	-	17	1
Organizations	2	-	-	-	1	-	-	-	-	-	5	-	1	-	1	-	2	-	1	-	-	-	-	-	13	-
Multimedia	-	-	-	-	-	-	-	-	1	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	7	-
Individuals	-	-	-	-	-	-	-	-	1	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	7	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	1	-	-	-	5	-	2	-	9	-	77	-	9	-	2	-	11	-	18	-	-	-	1	-	135	-
Individuals	-	-	-	-	1	-	-	-	5	-	29	-	5	-	-	-	4	-	7	-	-	-	1	-	52	-
Organizations	1	-	-	-	4	-	2	-	4	-	48	-	4	-	2	-	7	-	11	-	-	-	-	-	83	-
Performance Art	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	2	-
Individuals	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	2	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Theatre	3	-	-	-	6	-	1	-	8	-	51	-	4	-	2	-	10	-	24	-	-	-	-	-	109	-
Individuals	-	-	-	-	1	-	-	-	6	-	17	-	-	-	-	-	1	-	8	-	-	-	-	-	33	-
Organizations	3	-	-	-	5	-	1	-	2	-	34	-	4	-	2	-	9	-	16	-	-	-	-	-	76	-
Video	-	-	-	-	1	-	-	-	-	-	9	-	-	-	-	-	-	-	4	-	-	-	-	-	14	-
Individuals	-	-	-	-	1	-	-	-	-	-	4	-	-	-	-	-	-	-	1	-	-	-	-	-	6	-
Organizations	-	-	-	-	-	-	-	-	-	-	5	-	-	-	-	-	-	-	3	-	-	-	-	-	8	-
Visual Arts	1	-	5	-	10	-	1	-	18	-	105	-	10	-	5	-	19	-	21	1	-	-	-	-	195	1
Individuals	-	-	3	-	7	-	-	-	17	-	88	-	6	-	1	-	13	-	17	1	-	-	-	-	152	1
Organizations	1	-	2	-	3	-	1	-	1	-	17	-	4	-	4	-	6	-	4	-	-	-	-	-	43	-
Writing	5	-	-	-	7	-	3	-	12	-	97	1	8	-	8	-	10	-	33	-	-	-	-	-	183	1
Individuals	2	-	-	-	2	-	1	-	6	-	32	-	3	-	3	-	4	-	10	-	-	-	-	-	63	-
Organizations	3	-	-	-	5	-	2	-	6	-	65	1	5	-	5	-	6	-	23	-	-	-	-	-	120	1
TOTAL	16	-	10	-	42	1	12	-	69	-	466	1	48	-	33	-	81	-	144	1	-	1	2	-	923	5
Individuals	2	-	3	-	14	1	1	-	39	-	200	-	17	-	4	-	22	-	53	1	-	-	1	-	356	2
Organizations	14	-	7	-	28	-	11	-	30	-	266	2	31	-	29	-	59	-	91	-	-	1	1	-	567	3
Art Org.	11	-	2	-	18	-	6	-	14	-	181	1	21	-	15	-	31	-	63	-	-	-	-	-	362	1
Media	-	-	2	-	4	-	1	-	3	-	26	1	3	-	6	-	7	-	15	-	-	1	-	-	67	2
Unesco	3	-	3	-	6	-	4	-	13	-	59	-	7	-	8	-	21	-	13	-	-	-	1	-	138	-

Notes
VSS = Very Satisfied & Satisfied cells 201 & 202
NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 4
Availability
c) Number of French Speaking Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
Individuals	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	-	-	-	-	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	-
Individuals	-	-	-	-	-	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-
Organizations	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-
Film	-	-	-	-	-	-	-	1	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	11	1
Individuals	-	-	-	-	-	-	-	1	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	1
Organizations	-	-	-	-	-	-	-	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6	-
Multimedia	-	-	-	-	1	-	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-
Individuals	-	-	-	-	1	-	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	-	-	-	-	1	-	-	-	49	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	50	-
Individuals	-	-	-	-	1	-	-	-	26	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	27	-
Organizations	-	-	-	-	-	-	-	-	23	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	23	-
Performance Art	-	-	-	-	-	-	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	-
Individuals	-	-	-	-	-	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-
Organizations	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Theatre	-	-	-	-	-	-	3	-	47	-	3	-	1	-	-	-	-	-	-	-	-	-	-	-	54	-
Individuals	-	-	-	-	-	-	1	-	10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	11	-
Organizations	-	-	-	-	-	-	2	-	37	-	3	-	1	-	-	-	-	-	-	-	-	-	-	-	43	-
Video	-	-	-	-	-	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-
Individuals	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Organizations	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-
Visual Arts	-	-	-	-	-	-	2	-	42	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	46	1
Individuals	-	-	-	-	-	-	1	-	36	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	39	-
Organizations	-	-	-	-	-	-	1	-	6	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	1
Writing	-	-	-	-	-	-	3	-	83	-	5	-	2	-	-	-	-	-	-	-	-	-	-	-	93	-
Individuals	-	-	-	-	-	-	1	-	26	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	31	-
Organizations	-	-	-	-	-	-	2	-	57	-	1	-	2	-	-	-	-	-	-	-	-	-	-	-	62	-
TOTAL	-	-	-	-	2	-	12	1	308	2	29	-	4	-	-	-	1	-	-	-	-	-	-	-	356	3
Individuals	-	-	-	-	2	-	4	1	115	-	7	-	-	-	-	-	-	-	-	-	-	-	-	-	128	1
Organizations	-	-	-	-	-	-	8	-	193	2	22	-	4	-	-	-	1	-	-	-	-	-	-	-	228	2
Art Org.	-	-	-	-	-	-	5	-	136	1	4	-	3	-	-	-	-	-	-	-	-	-	-	-	148	1
Media	-	-	-	-	-	-	2	-	15	1	9	-	-	-	-	-	1	-	-	-	-	-	-	-	27	1
Unesco	-	-	-	-	-	-	1	-	42	-	9	-	1	-	-	-	-	-	-	-	-	-	-	-	53	-

Notes

VSS = Very Satisfied & Satisfied cells 201 & 202
NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 4
Availability
d) Number of Bilingual Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	-	-	-	-	2	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	5	-
Individuals	-	-	-	-	-	-	-	-	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-
Organizations	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
Film	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Individuals	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Multimedia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	-	-	-	-	-	-	-	-	6	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	9	-
Individuals	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
Organizations	-	-	-	-	-	-	-	-	5	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	7	-
Performance Art	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Theatre	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Visual Arts	-	-	-	-	-	-	-	-	5	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	7	-
Individuals	-	-	-	-	-	-	-	-	4	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	6	-
Organizations	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Writing	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
Individuals	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Organizations	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
TOTAL	-	-	-	-	1	-	-	-	19	-	18	-	-	-	2	-	-	-	1	-	-	-	-	-	41	-
Individuals	-	-	-	-	1	-	-	-	6	-	5	-	-	-	-	-	-	1	-	-	-	-	-	-	13	-
Organizations	-	-	-	-	-	-	-	-	13	-	13	-	-	-	2	-	-	-	-	-	-	-	-	-	28	-
Art Org.	-	-	-	-	-	-	-	-	9	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	12	-
Media	-	-	-	-	-	-	-	-	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-
Unesco	-	-	-	-	-	-	-	-	3	-	8	-	-	-	2	-	-	-	-	-	-	-	-	-	13	-

Notes

VSS = Very Satisfied & Satisfied cells 201 & 202
NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 5
Availability
a) Percent of All Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	100	-	100	-	100	-	-	-	-	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	100	-	100	-	-	-	-	-	100	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	100	-	-	-	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	-	-	100	-	100	-	100	-	-	-	-	-	100	-	-	-	-	-	100	-
Organizations	100	-	-	-	-	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Film	100	-	-	-	67	33	-	100	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	95	5
Individuals	-	-	-	-	50	50	-	100	100	-	100	-	-	-	-	-	-	-	100	-	-	-	-	-	92	8
Organizations	100	-	-	-	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Multimedia	-	-	-	-	100	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	100	-	100	-
Individuals	-	-	-	-	100	-	-	-	100	-	100	-	100	-	-	-	100	-	100	-	-	-	100	-	100	-
Organizations	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Performance Art	-	-	-	-	100	-	-	-	100	-	-	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	-	-	100	-	-	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Theatre	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-	100	-	-	-	-	-	100	-
Organizations	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Video	-	-	-	-	100	-	-	-	100	-	100	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	-	-	100	-	100	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-
Visual Arts	100	-	100	-	100	-	100	-	98	2	100	-	100	-	100	-	100	-	96	4	-	-	-	-	99	1
Individuals	-	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	95	5	-	-	-	-	99	1
Organizations	100	-	100	-	100	-	100	-	89	11	100	-	100	-	100	-	100	-	100	-	-	-	-	-	98	2
Writing	100	-	-	-	100	-	100	-	100	-	99	1	100	-	100	-	100	-	100	-	-	-	-	-	99	1
Individuals	-	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Organizations	-	-	-	-	100	-	100	-	100	-	99	1	100	-	100	-	100	-	100	-	-	-	-	-	99	1
TOTAL	100	-	100	-	98	2	96	4	99	1	99	1	100	-	100	-	100	-	99	1	-	100	100	-	99	1
Individuals	100	-	100	-	94	6	83	17	100	-	100	-	100	-	100	-	100	-	98	2	-	-	100	-	99	1
Organizations	100	-	100	-	100	-	100	-	99	1	99	1	100	-	100	-	100	-	100	-	-	100	100	-	99	1
Art Org.	100	-	100	-	100	-	100	-	99	1	99	1	100	-	100	-	100	-	100	-	-	-	-	-	99	1
Media	-	-	100	-	100	-	100	-	95	5	97	3	100	-	100	-	100	-	100	-	-	100	-	-	97	3
Unesco	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	100	-	100	-

Notes
VSS = Very Satisfied & Satisfied cells 201 & 202
NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 5

Availability

b) Percent of English Speaking Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	100	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	100	-	-	-	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	-	-	100	-	100	-	100	-	-	-	-	-	100	-	-	-	-	-	100	-
Organizations	100	-	-	-	-	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Film	100	-	-	-	50	50	-	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	97	3
Individuals	-	-	-	-	-	100	-	-	100	-	100	-	-	-	-	-	-	-	100	-	-	-	-	-	94	6
Organizations	100	-	-	-	100	-	-	-	-	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Multimedia	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	100	-	100	-
Individuals	-	-	-	-	100	-	-	-	100	-	100	-	100	-	-	-	100	-	100	-	-	-	-	-	100	-
Organizations	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Performance Art	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Theatre	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	-	-	100	-	100	-	-	-	-	-	100	-	100	-	-	-	-	-	100	-
Organizations	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Video	-	-	-	-	100	-	-	-	-	-	100	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	-	-	-	-	100	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-
Visual Arts	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	95	5	-	-	-	-	99	1
Individuals	-	-	100	-	100	-	-	-	100	-	100	-	100	-	100	-	100	-	94	6	-	-	-	-	99	1
Organizations	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Writing	100	-	-	-	100	-	100	-	100	-	99	1	100	-	100	-	100	-	100	-	-	-	-	-	99	1
Individuals	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Organizations	100	-	-	-	100	-	100	-	100	-	98	2	100	-	100	-	100	-	100	-	-	-	-	-	99	1
TOTAL	100	-	100	-	98	2	100	-	100	-	99	1	100	-	100	-	100	-	99	1	-	100	100	-	99	1
Individuals	100	-	100	-	93	7	100	-	100	-	100	-	100	-	100	-	100	-	98	2	-	-	100	-	99	1
Organizations	100	-	100	-	100	-	100	-	100	-	99	1	100	-	100	-	100	-	100	-	-	100	100	-	99	1
Art Org.	100	-	100	-	100	-	100	-	100	-	99	1	100	-	100	-	100	-	100	-	-	-	-	-	99	1
Media	-	-	100	-	100	-	100	-	100	-	96	4	100	-	100	-	100	-	100	-	-	100	-	-	97	3
Unesco	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	100	-	100	-

Notes

VSS = Very Satisfied & Satisfied cells 201 & 202

NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 5
Availability
c) Percent of French Speaking Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Film	-	-	-	-	-	-	-	100	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92	8
Individuals	-	-	-	-	-	-	-	100	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Multimedia	-	-	-	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	-	-	-	-	100	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Performance Art	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Theatre	-	-	-	-	-	-	100	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	100	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	100	-
Video	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Visual Arts	-	-	-	-	-	-	100	-	98	2	100	-	-	-	-	-	-	-	-	-	-	-	-	-	98	2
Individuals	-	-	-	-	-	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	100	-	86	14	-	-	-	-	-	-	-	-	-	-	-	-	-	-	88	12
Writing	-	-	-	-	-	-	100	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	100	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	100	-
TOTAL	-	-	-	-	100	-	100	-	99	1	100	-	100	-	-	-	100	-	-	-	-	-	-	-	99	1
Individuals	-	-	-	-	100	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	99	1
Organizations	-	-	-	-	-	-	100	-	99	1	100	-	100	-	-	-	100	-	-	-	-	-	-	-	99	1
Art Org.	-	-	-	-	-	-	100	-	99	1	100	-	100	-	-	-	-	-	-	-	-	-	-	-	99	1
Media	-	-	-	-	-	-	100	-	94	6	100	-	-	-	-	-	100	-	-	-	-	-	-	-	96	4
Unesco	-	-	-	-	-	-	100	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	100	-

Notes

VSS = Very Satisfied & Satisfied cells 201 & 202
NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 5
Availability
d) Percent of Bilingual Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Film	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Multimedia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Performance Art	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Theatre	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Visual Arts	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	100	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	100	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Writing	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
TOTAL	-	-	-	-	100	-	-	-	100	-	100	-	-	-	100	-	-	100	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	-	-	100	-	100	-	-	-	-	-	-	100	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	100	-	-	-	100	-	-	-	-	-	-	-	-	-	100	-
Art Org.	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Media	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Unesco	-	-	-	-	-	-	-	-	100	-	100	-	-	-	100	-	-	-	-	-	-	-	-	-	100	-

Notes

VSS = Very Satisfied & Satisfied cells 201 & 202
NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 6
Quality of Oral Communications
a) Number of Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	1	-	5	-	2	-	-	-	-	-	2	1	-	-	-	-	10	1
Individuals	-	-	-	-	-	-	-	-	1	-	5	-	2	-	-	-	-	-	2	1	-	-	-	-	10	1
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	1	-	-	-	1	-	-	-	11	-	19	1	4	-	1	-	1	-	6	-	-	-	-	-	44	1
Individuals	-	-	-	-	1	-	-	-	6	-	12	-	1	-	-	-	-	-	1	-	-	-	-	-	21	-
Organizations	1	-	-	-	-	-	-	-	5	-	7	1	3	-	1	-	1	-	5	-	-	-	-	-	23	1
Film	2	-	-	-	3	-	-	1	14	-	13	-	1	-	1	-	2	-	6	-	-	-	-	-	42	1
Individuals	-	-	-	-	2	-	-	1	8	-	8	-	-	-	-	-	-	-	5	-	-	-	-	-	23	1
Organizations	2	-	-	-	1	-	-	-	6	-	5	-	1	-	1	-	2	-	1	-	-	-	-	-	19	-
Multimedia	-	-	-	-	1	-	1	-	3	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	11	-
Individuals	-	-	-	-	1	-	1	-	3	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	11	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	1	-	-	-	5	1	3	-	63	-	78	-	9	-	2	-	11	-	16	1	-	-	1	-	189	2
Individuals	-	-	-	-	2	-	-	-	32	-	30	-	5	-	-	-	4	-	6	1	-	-	1	-	80	1
Organizations	1	-	-	-	3	1	3	-	31	-	48	-	4	-	2	-	7	-	10	-	-	-	-	-	109	1
Performance Art	-	-	-	-	1	-	-	-	4	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	6	1
Individuals	-	-	-	-	1	-	-	-	3	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	5	1
Organizations	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Theatre	3	-	-	-	6	-	4	-	56	-	53	-	5	-	2	-	10	-	24	-	-	-	-	-	163	-
Individuals	-	-	-	-	1	-	1	-	16	-	16	-	-	-	-	-	1	-	8	-	-	-	-	-	43	-
Organizations	3	-	-	-	5	-	3	-	40	-	37	-	5	-	2	-	9	-	16	-	-	-	-	-	120	-
Video	-	-	-	-	1	-	-	-	2	2	10	-	-	-	-	-	-	-	4	-	-	-	-	-	17	2
Individuals	-	-	-	-	1	-	-	-	-	1	4	-	-	-	-	-	-	-	1	-	-	-	-	-	6	1
Organizations	-	-	-	-	-	-	-	-	2	1	6	-	-	-	-	-	-	-	3	-	-	-	-	-	11	1
Visual Arts	1	-	5	-	10	-	3	-	66	-	106	1	10	-	5	-	18	1	21	1	-	-	-	-	245	3
Individuals	-	-	3	-	7	-	1	-	57	-	89	1	6	-	1	-	13	-	17	1	-	-	-	-	194	2
Organizations	1	-	2	-	3	-	2	-	9	-	17	-	4	-	4	-	5	1	4	-	-	-	-	-	51	1
Writing	5	-	-	-	7	-	6	-	91	2	103	1	10	-	6	-	10	-	33	-	-	-	-	-	271	3
Individuals	2	-	-	-	2	-	2	-	27	2	36	-	3	-	1	-	4	-	10	-	-	-	-	-	87	2
Organizations	3	-	-	-	5	-	4	-	64	-	67	1	7	-	5	-	6	-	23	-	-	-	-	-	184	1
TOTAL	16	-	10	-	44	1	23	2	379	8	496	6	49	-	31	-	79	2	139	3	-	-	2	-	1268	22
Individuals	2	-	3	-	18	-	5	1	153	4	206	1	17	-	2	-	22	-	51	3	-	-	1	-	480	9
Organizations	14	-	7	-	26	1	18	1	226	4	290	5	32	-	29	-	57	2	88	-	-	-	1	-	788	13
Art Org.	11	-	2	-	17	1	12	-	158	1	187	2	24	-	15	-	30	1	62	-	-	-	-	-	518	5
Media	-	-	2	-	3	-	1	1	16	2	32	3	3	-	4	-	7	1	14	-	-	-	-	-	32	7
Unesco	3	-	3	-	6	-	5	-	52	1	71	-	5	-	10	-	20	-	12	-	-	-	1	-	188	1

Notes

VSS = Very Satisfied & Satisfied cells 201 & 202
NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 6
Quality of Oral Communications
b) Number of English Speaking Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	-	-	4	-	2	-	-	-	-	-	2	1	-	-	-	-	3	1
Individuals	-	-	-	-	-	-	-	-	-	-	4	-	2	-	-	-	-	-	2	1	-	-	-	-	3	1
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	1	-	-	-	1	-	-	-	2	-	16	1	4	-	1	-	1	-	6	-	-	-	-	-	32	1
Individuals	-	-	-	-	1	-	-	-	1	-	10	-	1	-	-	-	-	-	1	-	-	-	-	-	14	-
Organizations	1	-	-	-	-	-	-	-	1	-	6	1	3	-	1	-	1	-	5	-	-	-	-	-	13	1
Film	2	-	-	-	2	-	-	-	3	-	13	-	1	-	1	-	2	-	6	-	-	-	-	-	30	-
Individuals	-	-	-	-	1	-	-	-	3	-	8	-	-	-	-	-	-	-	5	-	-	-	-	-	17	-
Organizations	2	-	-	-	1	-	-	-	-	-	5	-	1	-	1	-	2	-	1	-	-	-	-	-	13	-
Multimedia	-	-	-	-	-	-	-	-	1	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	7	-
Individuals	-	-	-	-	-	-	-	-	1	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	7	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	1	-	-	-	4	1	2	-	9	-	75	-	9	-	2	-	11	-	16	1	-	-	1	-	130	2
Individuals	-	-	-	-	1	-	-	-	5	-	29	-	5	-	-	-	4	-	6	1	-	-	1	-	51	1
Organizations	1	-	-	-	3	1	2	-	4	-	46	-	4	-	2	-	7	-	10	-	-	-	-	-	79	1
Performance Art	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	2	-
Individuals	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	2	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Theatre	3	-	-	-	6	-	1	-	8	-	50	-	4	-	2	-	10	-	24	-	-	-	-	-	108	-
Individuals	-	-	-	-	1	-	-	-	6	-	16	-	-	-	-	-	1	-	8	-	-	-	-	-	32	-
Organizations	3	-	-	-	5	-	1	-	2	-	34	-	4	-	2	-	9	-	16	-	-	-	-	-	76	-
Video	-	-	-	-	1	-	-	-	-	-	10	-	-	-	-	-	-	-	4	-	-	-	-	-	15	-
Individuals	-	-	-	-	1	-	-	-	-	-	4	-	-	-	-	-	-	-	1	-	-	-	-	-	6	-
Organizations	-	-	-	-	-	-	-	-	-	-	6	-	-	-	-	-	-	-	3	-	-	-	-	-	9	-
Visual Arts	1	-	5	-	10	-	1	-	18	-	103	1	10	-	5	-	18	1	20	1	-	-	-	-	191	3
Individuals	-	-	3	-	7	-	-	-	17	-	86	1	6	-	1	-	13	-	16	1	-	-	-	-	149	2
Organizations	1	-	2	-	3	-	1	-	1	-	17	-	4	-	4	-	5	1	4	-	-	-	-	-	42	1
Writing	5	-	-	-	7	-	3	-	10	-	97	1	8	-	6	-	10	-	33	-	-	-	-	-	179	1
Individuals	2	-	-	-	2	-	1	-	4	-	31	-	3	-	1	-	4	-	10	-	-	-	-	-	58	-
Organizations	3	-	-	-	5	-	2	-	6	-	66	1	5	-	5	-	6	-	23	-	-	-	-	-	121	1
TOTAL	16	-	10	-	41	1	11	-	64	1	452	5	45	-	29	-	78	2	138	3	-	-	2	-	836	12
Individuals	2	-	3	-	15	-	1	-	37	-	194	1	17	-	2	-	22	-	50	3	-	-	1	-	344	4
Organizations	14	-	7	-	26	1	10	-	27	1	258	4	28	-	27	-	56	2	88	-	-	-	1	-	542	8
Art Org.	11	-	2	-	17	1	6	-	14	-	180	2	21	-	15	-	30	1	62	-	-	-	-	-	358	4
Media	-	-	2	-	3	-	-	-	2	1	22	2	3	-	4	-	6	1	14	-	-	-	-	-	56	4
Unesco	3	-	3	-	6	-	4	-	11	-	56	-	4	-	8	-	20	-	12	-	-	-	1	-	128	-

Notes

VSS = Very Satisfied & Satisfied cells 201 & 202
NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 6
Quality of Oral Communications
c) Number of French Speaking Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
Individuals	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	-	-	-	-	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	-
Individuals	-	-	-	-	-	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-
Organizations	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-
Film	-	-	-	-	-	-	-	1	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	11	1
Individuals	-	-	-	-	-	-	-	1	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	1
Organizations	-	-	-	-	-	-	-	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6	-
Multimedia	-	-	-	-	1	-	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-
Individuals	-	-	-	-	1	-	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	-	-	-	-	1	-	1	-	48	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	50	-
Individuals	-	-	-	-	1	-	-	-	26	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	27	-
Organizations	-	-	-	-	-	-	1	-	22	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	23	-
Performance Art	-	-	-	-	-	-	-	-	4	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	1
Individuals	-	-	-	-	-	-	-	-	3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	1
Organizations	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Theatre	-	-	-	-	-	-	3	-	47	-	3	-	1	-	-	-	-	-	-	-	-	-	-	-	54	-
Individuals	-	-	-	-	-	-	1	-	10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	11	-
Organizations	-	-	-	-	-	-	2	-	37	-	3	-	1	-	-	-	-	-	-	-	-	-	-	-	43	-
Video	-	-	-	-	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	2
Individuals	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Organizations	-	-	-	-	-	-	-	-	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	1
Visual Arts	-	-	-	-	-	-	2	-	43	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	47	-
Individuals	-	-	-	-	-	-	1	-	36	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	39	-
Organizations	-	-	-	-	-	-	1	-	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	8	-
Writing	-	-	-	-	-	-	3	-	80	2	5	-	2	-	-	-	-	-	-	-	-	-	-	-	90	2
Individuals	-	-	-	-	-	-	1	-	23	2	4	-	-	-	-	-	-	-	-	-	-	-	-	-	28	2
Organizations	-	-	-	-	-	-	2	-	57	-	1	-	2	-	-	-	-	-	-	-	-	-	-	-	62	-
TOTAL	-	-	-	-	2	-	12	2	296	7	28	1	4	-	-	-	1	-	-	-	-	-	-	-	343	10
Individuals	-	-	-	-	2	-	4	1	110	4	7	-	-	-	-	-	-	-	-	-	-	-	-	-	123	5
Organizations	-	-	-	-	-	-	8	1	186	3	21	1	4	-	-	-	1	-	-	-	-	-	-	-	220	5
Art Org.	-	-	-	-	-	-	6	-	135	1	4	-	3	-	-	-	-	-	-	-	-	-	-	-	148	1
Media	-	-	-	-	-	-	1	1	13	1	8	1	-	-	-	-	1	-	-	-	-	-	-	-	23	3
Unesco	-	-	-	-	-	-	1	-	38	1	9	-	1	-	-	-	-	-	-	-	-	-	-	-	49	1

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 6
Quality of Oral Communications
d) Number of Bilingual Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	-	-	-	-	2	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	5	-
Individuals	-	-	-	-	-	-	-	-	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-
Organizations	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
Film	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Individuals	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Multimedia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	-	-	-	-	-	-	-	-	6	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	9	-
Individuals	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
Organizations	-	-	-	-	-	-	-	-	5	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	7	-
Performance Art	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Theatre	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Visual Arts	-	-	-	-	-	-	-	-	5	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	7	-
Individuals	-	-	-	-	-	-	-	-	4	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	6	-
Organizations	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Writing	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
Individuals	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Organizations	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
TOTAL	-	-	-	-	1	-	-	-	19	-	16	-	-	-	2	-	-	1	-	-	-	-	-	-	39	-
Individuals	-	-	-	-	1	-	-	-	6	-	5	-	-	-	-	-	-	1	-	-	-	-	-	-	13	-
Organizations	-	-	-	-	-	-	-	-	13	-	11	-	-	-	2	-	-	-	-	-	-	-	-	-	26	-
Art Org.	-	-	-	-	-	-	-	-	9	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	12	-
Media	-	-	-	-	-	-	-	-	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-
Unesco	-	-	-	-	-	-	-	-	3	-	6	-	-	-	2	-	-	-	-	-	-	-	-	-	11	-

Notes

VSS = Very Satisfied & Satisfied cells 201 & 202
NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 7
Quality of Oral Communications
a) Percent of Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	100	-	100	-	100	-	-	-	-	-	67	33	-	-	-	-	91	9
Individuals	-	-	-	-	-	-	-	-	100	-	100	-	100	-	-	-	-	-	67	33	-	-	-	-	91	9
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	100	-	-	-	100	-	-	-	100	-	95	5	100	-	100	-	100	-	100	-	-	-	-	-	98	2
Individuals	-	-	-	-	100	-	-	-	100	-	100	-	100	-	-	-	-	-	100	-	-	-	-	-	100	-
Organizations	100	-	-	-	-	-	-	-	100	-	88	12	100	-	100	-	100	-	100	-	-	-	-	-	96	4
Film	100	-	-	-	100	-	-	100	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	98	2
Individuals	-	-	-	-	100	-	-	100	100	-	100	-	-	-	-	-	-	-	100	-	-	-	-	-	96	4
Organizations	100	-	-	-	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Multimedia	-	-	-	-	100	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	100	-	-	-	83	17	100	-	100	-	100	-	100	-	100	-	100	-	94	6	-	-	100	-	99	1
Individuals	-	-	-	-	100	-	-	-	100	-	100	-	100	-	-	-	100	-	86	14	-	-	100	-	99	1
Organizations	100	-	-	-	75	25	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	99	1
Performance Art	-	-	-	-	100	-	-	-	80	20	-	-	-	-	-	-	-	-	100	-	-	-	-	-	86	14
Individuals	-	-	-	-	100	-	-	-	75	25	-	-	-	-	-	-	-	-	100	-	-	-	-	-	83	17
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Theatre	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-	100	-	-	-	-	-	100	-
Organizations	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Video	-	-	-	-	100	-	-	-	50	50	100	-	-	-	-	-	-	-	100	-	-	-	-	-	89	11
Individuals	-	-	-	-	100	-	-	-	-	100	100	-	-	-	-	-	-	-	100	-	-	-	-	-	86	14
Organizations	-	-	-	-	-	-	-	-	67	33	100	-	-	-	-	-	-	-	100	-	-	-	-	-	92	8
Visual Arts	100	-	100	-	100	-	100	-	100	-	99	1	100	-	100	-	95	5	95	5	-	-	-	-	99	1
Individuals	-	-	100	-	100	-	100	-	100	-	99	1	100	-	100	-	100	-	94	6	-	-	-	-	99	1
Organizations	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	83	17	100	-	-	-	-	-	98	2
Writing	100	-	-	-	100	-	100	-	98	2	99	1	100	-	100	-	100	-	100	-	-	-	-	-	99	1
Individuals	100	-	-	-	100	-	100	-	93	7	100	-	100	-	100	-	100	-	100	-	-	-	-	-	98	2
Organizations	100	-	-	-	100	-	100	-	100	-	99	1	100	-	100	-	100	-	100	-	-	-	-	-	99	1
TOTAL	100	-	100	-	98	2	92	8	98	2	99	1	100	-	100	-	98	2	98	2	-	-	100	-	98	2
Individuals	100	-	100	-	100	-	83	17	97	3	99	1	100	-	100	-	100	-	94	6	-	-	100	-	98	2
Organizations	100	-	100	-	96	4	95	5	98	2	98	2	100	-	100	-	97	3	88	-	-	-	100	-	98	2
Art Org.	100	-	100	-	94	6	100	-	99	1	99	1	100	-	100	-	97	3	100	-	-	-	-	-	99	1
Media	-	-	100	-	100	-	50	50	89	11	91	9	100	-	100	-	88	12	100	-	-	-	-	-	92	8
Unesco	100	-	100	-	100	-	100	-	98	2	100	-	100	-	100	-	100	-	100	-	-	-	100	-	99	1

Notes

VSS = Very Satisfied & Satisfied cells 201 & 202
NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 7
Quality of Oral Communications
b) Percent of English Speaking Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals		
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	
Art Admin.	-	-	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	67	33	-	-	-	-	39	11	
Individuals	-	-	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	67	33	-	-	-	-	39	11	
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Dance	100	-	-	-	100	-	-	-	100	-	94	6	100	-	100	-	100	-	100	-	-	-	-	-	97	3	
Individuals	-	-	-	-	100	-	-	-	100	-	100	-	100	-	-	-	-	-	100	-	-	-	-	-	100	-	
Organizations	100	-	-	-	-	-	-	-	100	-	86	14	100	-	100	-	100	-	100	-	-	-	-	-	95	5	
Film	100	-	-	-	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-	
Individuals	-	-	-	-	100	-	-	-	100	-	100	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-	
Organizations	100	-	-	-	100	-	-	-	-	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-	
Multimedia	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-	
Individuals	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-	
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Music	100	-	-	-	80	20	100	-	100	-	100	-	100	-	100	-	100	-	94	6	-	-	100	-	98	2	
Individuals	-	-	-	-	100	-	-	-	100	-	100	-	100	-	-	-	100	-	94	6	-	-	100	-	98	2	
Organizations	100	-	-	-	75	25	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	99	1	
Performance Art	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-	
Individuals	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-	
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Theatre	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-	
Individuals	-	-	-	-	100	-	-	-	100	-	100	-	-	-	-	-	100	-	100	-	-	-	-	-	100	-	
Organizations	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-	
Video	-	-	-	-	100	-	-	-	-	-	100	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-	
Individuals	-	-	-	-	100	-	-	-	-	-	100	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-	
Organizations	-	-	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-	
Visual Arts	100	-	100	-	100	-	100	-	100	-	99	1	100	-	100	-	95	5	95	5	-	-	-	-	98	2	
Individuals	-	-	100	-	100	-	-	-	100	-	99	1	100	-	100	-	100	-	94	6	-	-	-	-	99	1	
Organizations	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	83	17	100	-	-	-	-	-	98	2	
Writing	100	-	-	-	100	-	100	-	100	-	99	1	100	-	100	-	100	-	100	-	-	-	-	-	99	1	
Individuals	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-	
Organizations	100	-	-	-	100	-	100	-	100	-	99	1	100	-	100	-	100	-	100	-	-	-	-	-	99	1	
TOTAL	100	-	100	-	98	2	100	-	98	2	99	1	100	-	100	-	98	2	98	2	-	-	100	-	99	1	
Individuals	100	-	100	-	100	-	100	-	100	-	99	1	100	-	100	-	100	-	94	6	-	-	100	-	99	1	
Organizations	100	-	100	-	96	4	100	-	96	4	98	2	100	-	100	-	100	-	97	3	100	-	-	100	-	98	2
Art Org.	100	-	100	-	94	6	100	-	100	-	99	1	100	-	100	-	97	3	100	-	-	-	-	-	99	1	
Media	-	-	100	-	100	-	-	-	67	33	92	8	100	-	100	-	86	14	100	-	-	-	-	-	93	7	
Unesco	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	100	-	100	-	

Notes

VSS = Very Satisfied & Satisfied cells 201 & 202
NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 7
Quality of Oral Communications
c) Percent of French Speaking Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Film	-	-	-	-	-	-	-	100	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92	8
Individuals	-	-	-	-	-	-	-	100	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	83	17
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Multimedia	-	-	-	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	-	-	-	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Performance Art	-	-	-	-	-	-	-	-	80	20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	80	20
Individuals	-	-	-	-	-	-	-	-	75	25	-	-	-	-	-	-	-	-	-	-	-	-	-	-	75	25
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Theatre	-	-	-	-	-	-	100	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	100	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	100	-
Video	-	-	-	-	-	-	-	-	50	50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	50	50
Individuals	-	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100
Organizations	-	-	-	-	-	-	-	-	67	33	-	-	-	-	-	-	-	-	-	-	-	-	-	-	67	33
Visual Arts	-	-	-	-	-	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Writing	-	-	-	-	-	-	100	-	98	2	100	-	100	-	-	-	-	-	-	-	-	-	-	-	98	2
Individuals	-	-	-	-	-	-	100	-	92	8	100	-	-	-	-	-	-	-	-	-	-	-	-	-	93	7
Organizations	-	-	-	-	-	-	100	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	100	-
TOTAL	-	-	-	-	100	-	86	14	98	2	97	3	100	-	-	-	100	-	-	-	-	-	-	-	97	3
Individuals	-	-	-	-	100	-	80	20	96	4	100	-	-	-	-	-	-	-	-	-	-	-	-	-	96	4
Organizations	-	-	-	-	-	-	89	11	98	2	95	5	100	-	-	-	100	-	-	-	-	-	-	-	98	2
Art Org.	-	-	-	-	-	-	100	-	99	1	100	-	100	-	-	-	-	-	-	-	-	-	-	-	99	1
Media	-	-	-	-	-	-	50	50	93	7	89	11	-	-	-	-	100	-	-	-	-	-	-	-	88	12
Unesco	-	-	-	-	-	-	100	-	97	3	100	-	100	-	-	-	-	-	-	-	-	-	-	-	93	2

Notes

VSS = Very Satisfied & Satisfied cells 201 & 202
NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 7
Quality of Oral Communications
d) Percent of Bilingual Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Film	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Multimedia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Performance Art	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Theatre	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Visual Arts	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Writing	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
TOTAL	-	-	-	-	100	-	-	-	100	-	100	-	-	-	100	-	-	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	-	-	100	-	100	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	100	-	-	-	100	-	-	-	-	-	-	-	-	-	100	-
Art Org.	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Media	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Unesco	-	-	-	-	-	-	-	-	100	-	100	-	-	-	100	-	-	-	-	-	-	-	-	-	100	-

Notes

VSS = Very Satisfied & Satisfied cells 201 & 202
NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 8
Quality of Written Communications
a) Number of Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	1	-	6	-	2	-	-	-	-	-	3	-	-	-	-	-	12	-
Individuals	-	-	-	-	-	-	-	-	1	-	6	-	2	-	-	-	-	-	3	-	-	-	-	-	12	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	1	-	-	-	1	-	-	-	11	-	20	-	4	-	1	-	1	-	6	-	-	-	-	-	45	-
Individuals	-	-	-	-	1	-	-	-	6	-	12	-	1	-	-	-	-	-	1	-	-	-	-	-	21	-
Organizations	1	-	-	-	-	-	-	-	5	-	8	-	3	-	1	-	1	-	5	-	-	-	-	-	24	-
Film	2	-	-	-	3	-	-	1	14	-	14	-	1	-	1	-	2	-	6	-	-	-	-	-	43	1
Individuals	-	-	-	-	2	-	-	1	8	-	9	-	-	-	-	-	-	-	5	-	-	-	-	-	24	1
Organizations	2	-	-	-	1	-	-	-	6	-	5	-	1	-	1	-	2	-	1	-	-	-	-	-	19	-
Multimedia	-	-	-	-	1	-	1	-	3	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	11	-
Individuals	-	-	-	-	1	-	1	-	3	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	11	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	1	-	-	-	6	-	2	-	63	1	76	4	9	-	2	-	11	-	18	-	-	-	1	-	189	5
Individuals	-	-	-	-	2	-	-	-	32	-	27	3	5	-	-	-	4	-	7	-	-	-	1	-	78	3
Organizations	1	-	-	-	4	-	2	-	31	1	49	1	4	-	2	-	7	-	11	-	-	-	-	-	111	2
Performance Art	-	-	-	-	1	-	-	-	5	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	7	-
Individuals	-	-	-	-	1	-	-	-	4	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	6	-
Organizations	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Theatre	3	-	-	-	6	-	4	-	56	-	53	-	5	-	2	-	9	-	24	-	-	-	-	-	162	-
Individuals	-	-	-	-	1	-	1	-	16	-	16	-	-	-	-	-	1	-	8	-	-	-	-	-	43	-
Organizations	3	-	-	-	5	-	3	-	40	-	37	-	5	-	2	-	8	-	16	-	-	-	-	-	119	-
Video	-	-	-	-	1	-	-	-	4	-	9	1	-	-	-	-	-	-	4	-	-	-	-	-	18	1
Individuals	-	-	-	-	1	-	-	-	1	-	4	-	-	-	-	-	-	-	1	-	-	-	-	-	7	-
Organizations	-	-	-	-	-	-	-	-	3	-	5	1	-	-	-	-	-	-	3	-	-	-	-	-	11	1
Visual Arts	1	-	5	-	10	-	3	-	63	3	108	-	10	-	5	-	19	-	22	1	-	-	-	-	246	4
Individuals	-	-	3	-	7	-	1	-	56	1	91	-	6	-	1	-	13	-	19	-	-	-	-	-	197	1
Organizations	1	-	2	-	3	-	2	-	7	2	17	-	4	-	4	-	6	-	3	1	-	-	-	-	49	3
Writing	5	-	-	-	7	-	6	-	93	3	103	2	10	-	8	-	10	-	33	-	-	-	-	-	275	5
Individuals	2	-	-	-	2	-	2	-	30	2	37	-	3	-	3	-	4	-	10	-	-	-	-	-	93	2
Organizations	3	-	-	-	5	-	4	-	63	1	66	2	7	-	5	-	6	-	23	-	-	-	-	-	182	3
TOTAL	16	-	10	-	46	-	23	3	388	10	505	9	51	-	35	-	81	-	144	1	-	-	2	-	1301	23
Individuals	2	-	3	-	18	-	5	1	157	3	208	3	17	-	4	-	22	-	55	-	-	-	1	-	492	7
Organizations	14	-	7	-	28	-	18	2	231	7	297	6	34	-	31	-	59	-	89	1	-	-	1	-	809	16
Art Org.	11	-	2	-	18	-	11	-	156	4	187	4	24	-	5	-	30	-	62	1	-	-	-	-	516	9
Media	-	-	2	-	4	-	2	2	18	2	36	2	3	-	6	-	8	-	14	-	-	-	-	-	93	6
Unesco	3	-	3	-	6	-	5	-	57	1	74	-	7	-	10	-	21	-	13	-	-	-	1	-	200	1

Notes
VSS = Very Satisfied & Satisfied cells 201 & 202
NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 8
Quality of Written Communications
b) Number of English Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	-	-	5	-	2	-	-	-	-	-	3	-	-	-	-	-	10	-
Individuals	-	-	-	-	-	-	-	-	-	-	5	-	2	-	-	-	-	-	3	-	-	-	-	-	10	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	1	-	-	-	1	-	-	-	2	-	17	-	4	-	1	-	1	-	6	-	-	-	-	-	33	-
Individuals	-	-	-	-	1	-	-	-	1	-	10	-	1	-	-	-	-	-	1	-	-	-	-	-	14	-
Organizations	1	-	-	-	-	-	-	-	1	-	7	-	3	-	1	-	1	-	5	-	-	-	-	-	19	-
Film	2	-	-	-	2	-	-	-	3	-	14	-	1	-	1	-	2	-	6	-	-	-	-	-	31	-
Individuals	-	-	-	-	1	-	-	-	3	-	9	-	-	-	-	-	-	-	5	-	-	-	-	-	18	-
Organizations	2	-	-	-	1	-	-	-	-	-	5	-	1	-	1	-	2	-	1	-	-	-	-	-	13	-
Multimedia	-	-	-	-	-	-	-	-	1	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	7	-
Individuals	-	-	-	-	-	-	-	-	1	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	7	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	1	-	-	-	5	-	2	-	9	-	73	4	9	-	2	-	11	-	18	-	-	-	1	-	131	4
Individuals	-	-	-	-	1	-	-	-	5	-	26	3	5	-	-	-	4	-	7	-	-	-	1	-	49	3
Organizations	1	-	-	-	4	-	2	-	4	-	47	1	4	-	2	-	7	-	11	-	-	-	-	-	82	1
Performance Art	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	2	-
Individuals	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	2	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Theatre	3	-	-	-	6	-	1	-	8	-	50	-	4	-	2	-	9	-	24	-	-	-	-	-	107	-
Individuals	-	-	-	-	1	-	-	-	6	-	16	-	-	-	-	-	1	-	8	-	-	-	-	-	32	-
Organizations	3	-	-	-	5	-	1	-	2	-	34	-	4	-	2	-	8	-	16	-	-	-	-	-	75	-
Video	-	-	-	-	1	-	-	-	-	-	9	1	-	-	-	-	-	-	4	-	-	-	-	-	14	1
Individuals	-	-	-	-	1	-	-	-	-	-	4	-	-	-	-	-	-	-	1	-	-	-	-	-	6	-
Organizations	-	-	-	-	-	-	-	-	-	-	5	1	-	-	-	-	-	-	3	-	-	-	-	-	8	1
Visual Arts	1	-	5	-	10	-	1	-	18	-	105	-	10	-	5	-	19	-	21	1	-	-	-	-	195	1
Individuals	-	-	3	-	7	-	-	-	17	-	88	-	6	-	1	-	13	-	18	-	-	-	-	-	153	-
Organizations	1	-	2	-	3	-	1	-	1	-	17	-	4	-	4	-	6	-	3	1	-	-	-	-	42	1
Writing	5	-	-	-	7	-	3	-	11	1	97	2	8	-	8	-	10	-	33	-	-	-	-	-	182	3
Individuals	2	-	-	-	2	-	1	-	5	1	32	-	3	-	3	-	4	-	10	-	-	-	-	-	62	1
Organizations	3	-	-	-	5	-	2	-	6	-	65	2	5	-	5	-	6	-	23	-	-	-	-	-	120	2
TOTAL	16	-	10	-	43	-	12	1	68	1	458	9	47	-	33	-	80	-	143	1	-	-	2	-	912	12
Individuals	2	-	3	-	15	-	1	-	38	1	196	3	17	-	4	-	22	-	54	-	-	-	1	-	353	4
Organizations	14	-	7	-	28	-	11	1	30	-	262	6	30	-	29	-	58	-	89	1	-	-	1	-	559	8
Art Org.	11	-	2	-	18	-	6	-	14	-	180	4	21	-	15	-	30	-	62	1	-	-	-	-	359	5
Media	-	-	2	-	4	-	1	1	3	-	25	2	3	-	6	-	7	-	14	-	-	-	-	-	65	3
Unesco	3	-	3	-	6	-	4	-	13	-	57	-	6	-	8	-	21	-	13	-	-	-	1	-	135	-

Notes
VSS = Very Satisfied & Satisfied cells 201 & 202
NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 8
Quality of Written Communications
c) Number of French Speaking Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
Individuals	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	-	-	-	-	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	-
Individuals	-	-	-	-	-	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-
Organizations	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-
Film	-	-	-	-	-	-	-	1	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	11	1
Individuals	-	-	-	-	-	-	-	1	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	1
Organizations	-	-	-	-	-	-	-	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6	-
Multimedia	-	-	-	-	1	-	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-
Individuals	-	-	-	-	1	-	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	-	-	-	-	1	-	-	-	48	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	49	1
Individuals	-	-	-	-	1	-	-	-	26	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	27	-
Organizations	-	-	-	-	-	-	-	-	22	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	22	1
Performance Art	-	-	-	-	-	-	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	-
Individuals	-	-	-	-	-	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-
Organizations	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Theatre	-	-	-	-	-	-	3	-	47	-	3	-	1	-	-	-	-	-	-	-	-	-	-	-	54	-
Individuals	-	-	-	-	-	-	1	-	10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	11	-
Organizations	-	-	-	-	-	-	2	-	37	-	3	-	1	-	-	-	-	-	-	-	-	-	-	-	43	-
Video	-	-	-	-	-	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-
Individuals	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Organizations	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-
Visual Arts	-	-	-	-	-	-	2	-	40	3	2	-	-	-	-	-	-	-	-	-	-	-	-	-	44	3
Individuals	-	-	-	-	-	-	1	-	35	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	38	1
Organizations	-	-	-	-	-	-	1	-	5	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6	2
Writing	-	-	-	-	-	-	3	-	81	2	5	-	2	-	-	-	-	-	-	-	-	-	-	-	91	2
Individuals	-	-	-	-	-	-	1	-	25	1	4	-	-	-	-	-	-	-	-	-	-	-	-	-	30	1
Organizations	-	-	-	-	-	-	2	-	56	1	1	-	2	-	-	-	-	-	-	-	-	-	-	-	61	1
TOTAL	-	-	-	-	2	-	11	2	301	9	29	-	4	-	-	-	1	-	-	-	-	-	-	-	348	11
Individuals	-	-	-	-	2	-	4	1	113	2	7	-	-	-	-	-	-	-	-	-	-	-	-	-	126	3
Organizations	-	-	-	-	-	-	7	1	188	7	22	-	4	-	-	-	1	-	-	-	-	-	-	-	222	8
Art Org.	-	-	-	-	-	-	5	-	133	4	4	-	3	-	-	-	-	-	-	-	-	-	-	-	145	4
Media	-	-	-	-	-	-	1	1	14	2	9	-	-	-	-	-	1	-	-	-	-	-	-	-	25	3
Unesco	-	-	-	-	-	-	1	-	41	1	9	-	1	-	-	-	-	-	-	-	-	-	-	-	52	1

Notes

VSS = Very Satisfied & Satisfied cells 201 & 202
NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 3
Quality of Written Communications
d) Number of Bilingual Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	-	-	-	-	2	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	5	-
Individuals	-	-	-	-	-	-	-	-	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-
Organizations	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
Film	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Individuals	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Multimedia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	-	-	-	-	-	-	-	-	6	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	9	-
Individuals	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
Organizations	-	-	-	-	-	-	-	-	5	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	7	-
Performance Art	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Theatre	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Visual Arts	-	-	-	-	-	-	-	-	5	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	7	-
Individuals	-	-	-	-	-	-	-	-	4	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	6	-
Organizations	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Writing	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
Individuals	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Organizations	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
TOTAL	-	-	-	-	1	-	-	-	19	-	18	-	-	-	2	-	-	-	1	-	-	-	-	-	41	-
Individuals	-	-	-	-	1	-	-	-	6	-	5	-	-	-	-	-	-	-	1	-	-	-	-	-	13	-
Organizations	-	-	-	-	-	-	-	-	13	-	13	-	-	-	2	-	-	-	-	-	-	-	-	-	28	-
Art Org.	-	-	-	-	-	-	-	-	9	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	12	-
Media	-	-	-	-	-	-	-	-	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-
Unesco	-	-	-	-	-	-	-	-	3	-	8	-	-	-	2	-	-	-	-	-	-	-	-	-	13	-

Notes

VSS = Very Satisfied & Satisfied cells 201 & 202
NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 9
Quality of Written Communications
a) Percent of Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	100	-	100	-	100	-	-	-	-	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	100	-	100	-	-	-	-	-	100	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	100	-	-	-	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	-	-	100	-	100	-	100	-	-	-	-	-	100	-	-	-	-	-	100	-
Organizations	100	-	-	-	-	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Film	100	-	-	-	100	-	-	100	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	98	2
Individuals	-	-	-	-	100	-	-	100	100	-	100	-	-	-	-	-	-	-	100	-	-	-	-	-	96	4
Organizations	100	-	-	-	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Multimedia	-	-	-	-	100	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	100	-	-	-	100	-	100	-	98	2	95	5	100	-	100	-	100	-	100	-	-	-	100	-	97	3
Individuals	-	-	-	-	100	-	-	-	100	-	90	10	100	-	-	-	100	-	100	-	-	-	100	-	96	4
Organizations	100	-	-	-	100	-	100	-	97	3	98	2	100	-	100	-	100	-	100	-	-	-	-	-	98	2
Performance Art	-	-	-	-	100	-	-	-	100	-	-	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	-	-	100	-	-	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Theatre	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-	100	-	-	-	-	-	100	-
Organizations	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Video	-	-	-	-	100	-	-	-	100	-	90	10	-	-	-	-	-	-	100	-	-	-	-	-	95	5
Individuals	-	-	-	-	100	-	-	-	100	-	100	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	83	17	-	-	-	-	-	-	100	-	-	-	-	-	92	8
Visual Arts	100	-	100	-	100	-	100	-	95	5	100	-	100	-	100	-	100	-	96	4	-	-	-	-	98	2
Individuals	-	-	100	-	100	-	100	-	98	2	100	-	100	-	100	-	100	-	100	-	-	-	-	-	99	1
Organizations	100	-	100	-	100	-	100	-	78	22	100	-	100	-	100	-	100	-	75	25	-	-	-	-	94	6
Writing	100	-	-	-	100	-	100	-	97	3	98	2	100	-	100	-	100	-	100	-	-	-	-	-	98	2
Individuals	100	-	-	-	100	-	100	-	94	6	100	-	100	-	100	-	100	-	100	-	-	-	-	-	98	2
Organizations	100	-	-	-	100	-	100	-	98	2	97	3	100	-	100	-	100	-	100	-	-	-	-	-	98	2
TOTAL	100	-	100	-	100	-	88	12	97	3	98	2	100	-	100	-	100	-	99	1	-	-	100	-	98	2
Individuals	100	-	100	-	100	-	33	17	98	2	99	1	100	-	100	-	100	-	100	-	-	-	100	-	99	1
Organizations	100	-	100	-	100	-	90	10	97	3	98	2	100	-	100	-	100	-	99	1	-	-	100	-	98	2
Art Org.	100	-	100	-	100	-	100	-	98	2	98	2	100	-	100	-	100	-	98	2	-	-	-	-	98	2
Media	-	-	100	-	100	-	50	50	90	10	95	5	100	-	100	-	100	-	100	-	-	-	-	-	94	6
Unesco	100	-	100	-	100	-	100	-	98	2	100	-	100	-	100	-	100	-	100	-	-	-	100	-	99	1

Notes

VSS = Very Satisfied & Satisfied cells 201 & 202
NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 9
Quality of Written Communications
b) Percent of English Speaking Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	100	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	100	-	-	-	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	-	-	100	-	100	-	100	-	-	-	-	-	100	-	-	-	-	-	100	-
Organizations	100	-	-	-	-	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Film	100	-	-	-	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	-	-	100	-	100	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-
Organizations	100	-	-	-	100	-	-	-	-	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Multimedia	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	100	-	-	-	100	-	100	-	100	-	95	5	100	-	100	-	100	-	100	-	-	-	100	-	97	3
Individuals	-	-	-	-	100	-	-	-	100	-	90	10	100	-	-	-	100	-	100	-	-	-	100	-	94	6
Organizations	100	-	-	-	100	-	100	-	100	-	98	2	100	-	100	-	100	-	100	-	-	-	-	-	99	1
Performance Art	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Theatre	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	-	-	100	-	100	-	-	-	-	-	100	-	100	-	-	-	-	-	100	-
Organizations	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Video	-	-	-	-	100	-	-	-	-	-	90	10	-	-	-	-	-	-	100	-	-	-	-	-	93	7
Individuals	-	-	-	-	100	-	-	-	-	-	100	-	-	-	-	-	-	-	100	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	33	17	-	-	-	-	-	-	100	-	-	-	-	-	39	11
Visual Arts	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	95	5	-	-	-	-	99	1
Individuals	-	-	100	-	100	-	-	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	-	-	100	-
Organizations	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	75	25	-	-	-	-	98	2
Writing	100	-	-	-	100	-	100	-	92	8	98	2	100	-	100	-	100	-	100	-	-	-	-	-	98	2
Individuals	100	-	-	-	100	-	100	-	83	17	100	-	100	-	100	-	100	-	100	-	-	-	-	-	98	2
Organizations	100	-	-	-	100	-	100	-	100	-	97	3	100	-	100	-	100	-	100	-	-	-	-	-	98	2
TOTAL	100	-	100	-	100	-	92	8	99	1	98	2	100	-	100	-	100	-	99	1	-	-	100	-	99	1
Individuals	100	-	100	-	100	-	100	-	97	3	98	2	100	-	100	-	100	-	100	-	-	-	100	-	99	1
Organizations	100	-	100	-	100	-	92	8	100	-	98	2	100	-	100	-	100	-	99	1	-	-	100	-	99	1
Art Org.	100	-	100	-	100	-	100	-	100	-	98	2	100	-	100	-	100	-	98	1	-	-	-	-	99	1
Media	-	-	100	-	100	-	50	50	100	-	93	7	100	-	100	-	100	-	100	-	-	-	-	-	96	4
Unesco	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	100	-	-	-	100	-	100	-

Notes

VSS = Very Satisfied & Satisfied cells 201 & 202
NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 9
Quality of Written Communications
c) Percent of French Speaking Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Film	-	-	-	-	-	-	-	100	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92	8
Individuals	-	-	-	-	-	-	-	100	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	83	17
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Multimedia	-	-	-	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	-	-	-	-	100	-	-	-	98	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	98	2
Individuals	-	-	-	-	100	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	96	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	96	4
Performance Art	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Theatre	-	-	-	-	-	-	100	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	100	-	100	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	100	-
Video	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Visual Arts	-	-	-	-	-	-	100	-	93	7	100	-	-	-	-	-	-	-	-	-	-	-	-	-	94	6
Individuals	-	-	-	-	-	-	100	-	97	3	100	-	-	-	-	-	-	-	-	-	-	-	-	-	97	3
Organizations	-	-	-	-	-	-	100	-	71	29	-	-	-	-	-	-	-	-	-	-	-	-	-	-	75	25
Writing	-	-	-	-	-	-	100	-	98	2	100	-	100	-	-	-	-	-	-	-	-	-	-	-	98	2
Individuals	-	-	-	-	-	-	100	-	96	4	100	-	-	-	-	-	-	-	-	-	-	-	-	-	97	3
Organizations	-	-	-	-	-	-	100	-	98	2	100	-	100	-	-	-	-	-	-	-	-	-	-	-	98	2
TOTAL	-	-	-	-	100	-	85	15	97	3	100	-	100	-	-	-	100	-	-	-	-	-	-	-	97	3
Individuals	-	-	-	-	100	-	80	20	98	2	100	-	-	-	-	-	-	-	-	-	-	-	-	-	98	2
Organizations	-	-	-	-	-	-	88	12	96	4	100	-	100	-	-	-	100	-	-	-	-	-	-	-	99	1
Art Org.	-	-	-	-	-	-	100	-	97	3	100	-	100	-	-	-	-	-	-	-	-	-	-	-	97	3
Media	-	-	-	-	-	-	50	50	88	12	100	-	-	-	-	-	100	-	-	-	-	-	-	-	39	11
Unesco	-	-	-	-	-	-	100	-	98	2	100	-	100	-	-	-	-	-	-	-	-	-	-	-	98	2

Notes

VSS = Very Satisfied & Satisfied cells 201 & 202
NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 9
Quality of Written Communications
d) Percent of Bilingual Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS	VSS	NS
Art Admin.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Film	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Multimedia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Performance Art	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Theatre	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Visual Arts	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	100	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	100	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Writing	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
TOTAL	-	-	-	-	100	-	-	-	100	-	100	-	-	-	100	-	-	100	-	-	-	-	-	-	100	-
Individuals	-	-	-	-	100	-	-	-	100	-	100	-	-	-	-	-	-	100	-	-	-	-	-	-	100	-
Organizations	-	-	-	-	-	-	-	-	100	-	100	-	-	-	100	-	-	-	-	-	-	-	-	-	100	-
Art Org.	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Media	-	-	-	-	-	-	-	-	100	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-	100	-
Unesco	-	-	-	-	-	-	-	-	100	-	100	-	-	-	100	-	-	-	-	-	-	-	-	-	100	-

Notes

VSS = Very Satisfied & Satisfied cells 201 & 202

NS = Not Satisfied cell 203

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 10
Comments
a) Number of Respondents

Discipline	Nfld.	P.E.I.	N.S.	N.B.	Qué.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yukon	Totals
	#	#	#	#	#	#	#	#	#	#	#	#	#
Art Admin.	-	-	-	-	-	-	-	-	-	1	-	-	1
Individuals	-	-	-	-	-	-	-	-	-	1	-	-	1
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	-	1	-	-	-	-	-	-	1
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	1	-	-	-	-	-	-	1
Film	-	-	1	1	-	-	-	-	-	-	-	-	2
Individuals	-	-	1	1	-	-	-	-	-	-	-	-	2
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Multimedia	-	-	-	-	-	1	-	-	-	-	-	-	1
Individuals	-	-	-	-	-	1	-	-	-	-	-	-	1
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	-	-	1	-	1	4	-	-	-	1	-	-	7
Individuals	-	-	-	-	-	3	-	-	-	1	-	-	4
Organizations	-	-	1	-	1	1	-	-	-	-	-	-	3
Performance Art	-	-	-	-	1	-	-	-	-	-	-	-	1
Individuals	-	-	-	-	1	-	-	-	-	-	-	-	1
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Theatre	-	-	-	-	1	-	-	-	-	-	-	-	1
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	1	-	-	-	-	-	-	-	1
Video	-	-	-	-	2	1	-	-	-	-	-	-	3
Individuals	-	-	-	-	1	-	-	-	-	-	-	-	1
Organizations	-	-	-	-	1	1	-	-	-	-	-	-	2
Visual Arts	-	-	-	-	2	2	-	-	1	2	-	-	7
Individuals	-	-	-	-	-	2	-	-	-	1	-	-	3
Organizations	-	-	-	-	2	-	-	-	1	1	-	-	4
Writing	-	-	-	-	4	2	1	-	-	-	-	-	7
Individuals	-	-	-	-	3	-	1	-	-	-	-	-	4
Organizations	-	-	-	-	1	2	-	-	-	-	-	-	3
TOTAL	-	-	2	3	16	18	1	1	2	4	1	-	48
Individuals	-	-	1	1	5	6	1	-	-	3	-	-	17
Organizations	-	-	1	2	11	12	-	1	2	1	1	-	31
Art Org.	-	-	1	-	6	5	-	-	1	1	-	-	14
Media	-	-	-	2	3	4	-	-	1	-	1	-	11
Unesco	-	-	-	-	2	3	-	1	-	-	-	-	6

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 10

Comments

b) Number of English Speaking Respondents

Discipline	Nfld.	P.E.I.	N.S.	N.B.	Qué.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yukon	Totals
	#	#	#	#	#	#	#	#	#	#	#	#	#
Art Admin.	-	-	-	-	-	-	-	-	-	1	-	-	1
Individuals	-	-	-	-	-	-	-	-	-	1	-	-	1
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	-	1	-	-	-	-	-	-	1
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	1	-	-	-	-	-	-	1
Film	-	-	1	-	-	-	-	-	-	-	-	-	1
Individuals	-	-	1	-	-	-	-	-	-	-	-	-	1
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Multimedia	-	-	-	-	-	1	-	-	-	-	-	-	1
Individuals	-	-	-	-	-	1	-	-	-	-	-	-	1
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	-	-	1	-	-	4	-	-	-	1	-	-	6
Individuals	-	-	-	-	-	3	-	-	-	1	-	-	4
Organizations	-	-	1	-	-	1	-	-	-	-	-	-	2
Performance Art	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Theatre	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Video	-	-	-	-	-	1	-	-	-	-	-	-	1
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	1	-	-	-	-	-	-	1
Visual Arts	-	-	-	-	-	2	-	-	1	2	-	-	5
Individuals	-	-	-	-	-	2	-	-	-	1	-	-	3
Organizations	-	-	-	-	-	-	-	-	1	1	-	-	2
Writing	-	-	-	-	1	2	1	-	-	-	-	-	4
Individuals	-	-	-	-	1	-	1	-	-	-	-	-	2
Organizations	-	-	-	-	-	2	-	-	-	-	-	-	2
TOTAL	-	-	2	1	2	16	1	1	2	4	1	-	30
Individuals	-	-	1	-	1	6	1	-	-	3	-	-	12
Organizations	-	-	1	1	1	10	-	1	2	1	1	-	18
Art Org.	-	-	1	-	-	5	-	-	1	1	-	-	8
Media	-	-	-	1	1	3	-	-	1	-	1	-	7
Unesco	-	-	-	-	-	2	-	1	-	-	-	-	3

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 10

Comments

c) Number of French Speaking Respondents

Discipline	Nfld.	P.E.I.	N.S.	N.B.	Qué.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yukon	Totals
	#	#	#	#	#	#	#	#	#	#	#	#	#
Art Admin.	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Film	-	-	-	1	-	-	-	-	-	-	-	-	1
Individuals	-	-	-	1	-	-	-	-	-	-	-	-	1
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Multimedia	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	-	-	-	-	1	-	-	-	-	-	-	-	1
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	1	-	-	-	-	-	-	-	1
Performance Art	-	-	-	-	1	-	-	-	-	-	-	-	1
Individuals	-	-	-	-	1	-	-	-	-	-	-	-	1
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Theatre	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Video	-	-	-	-	2	-	-	-	-	-	-	-	2
Individuals	-	-	-	-	1	-	-	-	-	-	-	-	1
Organizations	-	-	-	-	1	-	-	-	-	-	-	-	1
Visual Arts	-	-	-	-	2	-	-	-	-	-	-	-	2
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	2	-	-	-	-	-	-	-	2
Writing	-	-	-	-	3	-	-	-	-	-	-	-	3
Individuals	-	-	-	-	2	-	-	-	-	-	-	-	2
Organizations	-	-	-	-	1	-	-	-	-	-	-	-	1
TOTAL	-	-	-	2	13	2	-	-	-	-	-	-	17
Individuals	-	-	-	1	4	-	-	-	-	-	-	-	5
Organizations	-	-	-	1	9	2	-	-	-	-	-	-	12
Art Org.	-	-	-	-	5	-	-	-	-	-	-	-	5
Media	-	-	-	1	2	1	-	-	-	-	-	-	4
Unesco	-	-	-	-	2	1	-	-	-	-	-	-	3

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 10

Comments

d) Number of Bilingual Respondents

Discipline	Nfld.	P.E.I.	N.S.	N.B.	Qué.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yukon	Totals
	#	#	#	#	#	#	#	#	#	#	#	#	#
Art Admin.	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Film	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Multimedia	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Performance Art	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Theatre	-	-	-	-	1	-	-	-	-	-	-	-	1
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	1	-	-	-	-	-	-	-	1
Video	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Visual Arts	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Writing	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL	-	-	-	-	1	-	-	-	-	-	-	-	1
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	1	-	-	-	-	-	-	-	1
Art Org.	-	-	-	-	1	-	-	-	-	-	-	-	1
Media	-	-	-	-	-	-	-	-	-	-	-	-	-
Unesco	-	-	-	-	-	-	-	-	-	-	-	-	-

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 11
Preference
a) Number of Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Art Admin.	-	-	-	-	-	-	-	-	1	-	6	-	2	-	-	-	-	-	3	-	-	-	-	-	12	-
Individuals	-	-	-	-	-	-	-	-	1	-	6	-	2	-	-	-	-	-	3	-	-	-	-	-	12	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	1	-	-	-	1	-	-	-	11	-	20	-	4	-	1	-	1	-	6	-	-	-	-	-	45	-
Individuals	-	-	-	-	1	-	-	-	6	-	12	-	1	-	-	-	-	-	1	-	-	-	-	-	21	-
Organizations	1	-	-	-	-	-	-	-	5	-	8	-	3	-	1	-	1	-	5	-	-	-	-	-	24	-
Film	2	-	-	-	3	-	1	-	14	-	14	-	1	-	1	-	2	-	6	-	-	-	-	-	44	-
Individuals	-	-	-	-	2	-	1	-	8	-	9	-	-	-	-	-	-	-	5	-	-	-	-	-	25	-
Organizations	2	-	-	-	1	-	-	-	6	-	5	-	1	-	1	-	2	-	1	-	-	-	-	-	19	-
Multimedia	-	-	-	-	1	-	1	-	2	1	6	-	-	-	-	-	-	-	-	-	-	-	-	-	10	1
Individuals	-	-	-	-	1	-	1	-	2	1	6	-	-	-	-	-	-	-	-	-	-	-	-	-	10	1
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	1	-	-	-	6	-	3	-	62	1	80	-	9	-	2	-	11	-	17	1	-	-	1	-	192	2
Individuals	-	-	-	-	2	-	-	-	31	1	30	-	5	-	-	-	4	-	6	1	-	-	1	-	79	2
Organizations	1	-	-	-	4	-	3	-	31	-	50	-	4	-	2	-	7	-	11	-	-	-	-	-	13	-
Performance Art	-	-	-	-	1	-	-	-	5	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	7	-
Individuals	-	-	-	-	1	-	-	-	4	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	6	-
Organizations	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Theatre	3	-	-	-	6	-	4	-	56	-	54	-	5	-	2	-	10	-	24	-	-	-	-	-	164	-
Individuals	-	-	-	-	1	-	1	-	16	-	17	-	-	-	-	-	1	-	8	-	-	-	-	-	44	-
Organizations	3	-	-	-	5	-	3	-	40	-	37	-	5	-	2	-	9	-	16	-	-	-	-	-	120	-
Video	-	-	-	-	1	-	-	-	4	-	9	-	-	-	-	-	-	-	4	-	-	-	-	-	13	-
Individuals	-	-	-	-	1	-	-	-	1	-	4	-	-	-	-	-	-	-	1	-	-	-	-	-	7	-
Organizations	-	-	-	-	-	-	-	-	3	-	5	-	-	-	-	-	-	-	3	-	-	-	-	-	11	-
Visual Arts	1	-	5	-	10	-	3	-	65	-	107	1	10	-	5	-	13	-	23	-	-	-	-	-	247	1
Individuals	-	-	3	-	7	-	1	-	57	-	90	-	6	-	1	-	13	-	19	-	-	-	-	-	197	-
Organizations	1	-	2	-	3	-	2	-	8	-	17	1	4	-	4	-	5	-	4	-	-	-	-	-	50	1
Writing	5	-	-	-	7	-	6	-	96	-	104	1	10	-	8	-	10	-	31	-	-	-	-	-	277	1
Individuals	2	-	-	-	2	-	2	-	32	-	37	1	3	-	3	-	4	-	9	-	-	-	-	-	94	1
Organizations	3	-	-	-	5	-	4	-	64	-	67	-	7	-	5	-	6	-	22	-	-	-	-	-	183	-
TOTAL	16	-	10	-	45	-	23	-	392	3	518	3	52	-	35	-	81	-	143	1	1	-	2	-	1323	7
Individuals	2	-	3	-	13	-	6	-	158	2	211	1	17	-	4	-	22	-	53	1	-	-	1	-	495	4
Organizations	14	-	7	-	27	-	22	-	234	1	307	2	35	-	31	-	59	-	90	-	1	-	1	-	828	3
Art Org.	11	-	2	-	18	-	12	-	158	-	189	1	24	-	15	-	30	-	62	-	-	-	-	-	521	1
Media	-	-	2	-	3	-	4	-	19	1	38	-	3	-	6	-	8	-	15	-	1	-	-	-	99	1
Unesco	3	-	3	-	6	-	6	-	57	-	80	1	8	-	10	-	21	-	13	-	-	-	1	-	208	1

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 11

Preference

b) Number of English Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Art Admin.	-	-	-	-	-	-	-	-	-	-	5	-	2	-	-	-	-	-	3	-	-	-	-	-	10	-
Individuals	-	-	-	-	-	-	-	-	-	-	5	-	2	-	-	-	-	-	3	-	-	-	-	-	10	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	1	-	-	-	1	-	-	-	2	-	17	-	4	-	1	-	1	-	6	-	-	-	-	-	33	-
Individuals	-	-	-	-	1	-	-	-	1	-	10	-	1	-	-	-	-	-	1	-	-	-	-	-	14	-
Organizations	1	-	-	-	-	-	-	-	1	-	7	-	3	-	1	-	1	-	5	-	-	-	-	-	19	-
Film	2	-	-	-	2	-	-	-	3	-	14	-	1	-	1	-	2	-	6	-	-	-	-	-	31	-
Individuals	-	-	-	-	1	-	-	-	3	-	9	-	-	-	-	-	-	-	5	-	-	-	-	-	18	-
Organizations	2	-	-	-	1	-	-	-	-	-	5	-	1	-	1	-	2	-	1	-	-	-	-	-	13	-
Multimedia	-	-	-	-	-	-	-	-	-	1	6	-	-	-	-	-	-	-	-	-	-	-	-	-	6	1
Individuals	-	-	-	-	-	-	-	-	-	1	6	-	-	-	-	-	-	-	-	-	-	-	-	-	6	1
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	1	-	-	-	5	-	2	-	9	-	77	-	9	-	2	-	11	-	17	1	-	-	1	-	134	1
Individuals	-	-	-	-	1	-	-	-	5	-	29	-	5	-	-	-	4	-	6	1	-	-	1	-	51	1
Organizations	1	-	-	-	4	-	2	-	4	-	48	-	4	-	2	-	7	-	11	-	-	-	-	-	83	-
Performance Art	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	2	-
Individuals	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	2	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Theatre	3	-	-	-	6	-	1	-	8	-	51	-	4	-	2	-	10	-	24	-	-	-	-	-	109	-
Individuals	-	-	-	-	1	-	-	-	6	-	17	-	-	-	-	-	1	-	8	-	-	-	-	-	33	-
Organizations	3	-	-	-	5	-	1	-	2	-	34	-	4	-	2	-	9	-	16	-	-	-	-	-	76	-
Video	-	-	-	-	1	-	-	-	-	-	9	-	-	-	-	-	-	-	4	-	-	-	-	-	14	-
Individuals	-	-	-	-	1	-	-	-	-	-	4	-	-	-	-	-	-	-	1	-	-	-	-	-	6	-
Organizations	-	-	-	-	-	-	-	-	-	-	5	-	-	-	-	-	-	-	3	-	-	-	-	-	8	-
Visual Arts	1	-	5	-	10	-	1	-	18	-	104	1	10	-	5	-	18	-	22	-	-	-	-	-	194	1
Individuals	-	-	3	-	7	-	-	-	17	-	87	1	6	-	1	-	13	-	18	-	-	-	-	-	152	1
Organizations	1	-	2	-	3	-	1	-	1	-	17	-	4	-	4	-	5	-	4	-	-	-	-	-	42	-
Writing	5	-	-	-	7	-	3	-	12	-	98	1	8	-	8	-	10	-	31	-	-	-	-	-	182	1
Individuals	2	-	-	-	2	-	1	-	6	-	32	-	3	-	3	-	4	-	9	-	-	-	-	-	62	-
Organizations	3	-	-	-	5	-	2	-	6	-	66	1	5	-	5	-	6	-	22	-	-	-	-	-	120	1
TOTAL	16	-	10	-	42	-	14	-	67	1	475	2	48	-	33	-	80	-	142	1	1	-	2	-	930	4
Individuals	2	-	3	-	15	-	1	-	38	1	199	1	17	-	4	-	22	-	52	1	-	-	1	-	354	3
Organizations	14	-	7	-	27	-	13	-	29	-	276	1	31	-	29	-	58	-	90	-	1	-	1	-	576	1
Art Org.	11	-	2	-	18	-	6	-	14	-	182	1	21	-	15	-	30	-	62	-	-	-	-	-	361	1
Media	-	-	2	-	3	-	2	-	3	-	28	-	3	-	6	-	7	-	15	-	1	-	-	-	70	-
Unesco	3	-	3	-	6	-	5	-	12	-	66	-	7	-	8	-	21	-	13	-	-	-	1	-	145	-

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 11

Preference

c) Number of French Speaking Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Art Admin.	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
Individuals	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	-	-	-	-	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	-
Individuals	-	-	-	-	-	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-
Organizations	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-
Film	-	-	-	-	-	-	1	-	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	12	-
Individuals	-	-	-	-	-	-	1	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6	-
Organizations	-	-	-	-	-	-	-	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6	-
Multimedia	-	-	-	-	1	-	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	1	-	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-
Music	-	-	-	-	1	-	1	-	48	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	50	1
Individuals	-	-	-	-	1	-	-	-	25	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	26	1
Organizations	-	-	-	-	-	-	1	-	23	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	24	-
Performance Art	-	-	-	-	-	-	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	-
Individuals	-	-	-	-	-	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-
Organizations	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Theatre	-	-	-	-	-	-	3	-	47	-	3	-	1	-	-	-	-	-	-	-	-	-	-	-	54	-
Individuals	-	-	-	-	-	-	1	-	10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	11	-
Organizations	-	-	-	-	-	-	2	-	37	-	3	-	1	-	-	-	-	-	-	-	-	-	-	-	43	-
Video	-	-	-	-	-	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-
Individuals	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Organizations	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-
Visual Arts	-	-	-	-	-	-	2	-	43	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	47	-
Individuals	-	-	-	-	-	-	1	-	36	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	39	-
Organizations	-	-	-	-	-	-	1	-	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	8	-
Writing	-	-	-	-	-	-	3	-	83	-	5	-	2	-	-	-	-	-	-	-	-	-	-	-	93	-
Individuals	-	-	-	-	-	-	1	-	26	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	31	-
Organizations	-	-	-	-	-	-	2	-	57	-	1	-	2	-	-	-	-	-	-	-	-	-	-	-	62	-
TOTAL	-	-	-	-	2	-	14	-	309	1	28	1	4	-	-	-	1	-	-	-	-	-	-	-	358	2
Individuals	-	-	-	-	2	-	5	-	114	1	7	-	-	-	-	-	-	-	-	-	-	-	-	-	128	1
Organizations	-	-	-	-	-	-	9	-	195	-	21	1	4	-	-	-	1	-	-	-	-	-	-	-	230	1
Art Org.	-	-	-	-	-	-	6	-	137	-	4	-	3	-	-	-	-	-	-	-	-	-	-	-	150	-
Media	-	-	-	-	-	-	2	-	16	-	9	-	-	-	-	-	1	-	-	-	-	-	-	-	28	-
Unesco	-	-	-	-	-	-	1	-	42	-	8	1	1	-	-	-	-	-	-	-	-	-	-	-	52	1

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 11

Preference

d) Number of Bilingual Respondents

Discipline	Nfld.		P.E.I.		N.S.		N.B.		Qué.		Ont.		Man.		Sask.		Alta.		B.C.		N.W.T.		Yukon		Totals	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Art Admin.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	-	-	-	-	2	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	5	-
Individuals	-	-	-	-	-	-	-	-	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-
Organizations	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
Film	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Individuals	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Multimedia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	-	-	-	-	-	-	-	-	5	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	8	-
Individuals	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
Organizations	-	-	-	-	-	-	-	-	4	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	6	-
Performance Art	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Theatre	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Video	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Visual Arts	-	-	-	-	-	-	-	-	4	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	6	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	4	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	6	-
Writing	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
Individuals	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Organizations	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
TOTAL	-	-	-	-	1	-	-	-	16	1	15	-	-	-	2	-	-	-	1	-	-	-	-	-	35	1
Individuals	-	-	-	-	1	-	-	-	6	-	5	-	-	-	-	-	-	-	1	-	-	-	-	-	13	-
Organizations	-	-	-	-	-	-	-	-	10	1	10	-	-	-	2	-	-	-	-	-	-	-	-	-	22	1
Art Org.	-	-	-	-	-	-	-	-	7	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	10	-
Media	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1
Unesco	-	-	-	-	-	-	-	-	3	-	6	-	-	-	2	-	-	-	-	-	-	-	-	-	11	-

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 12
Identity
a) Number of Respondents

Discipline	Nfld.	P.E.I.	N.S.	N.B.	Qué.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yukon	Totals
	#	#	#	#	#	#	#	#	#	#	#	#	#
Art Admin.	-	-	-	-	1	4	2	-	-	3	-	-	10
Individuals	-	-	-	-	1	4	2	-	-	3	-	-	10
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	1	-	1	-	3	14	4	-	1	4	-	-	23
Individuals	-	-	1	-	2	8	1	-	-	-	-	-	12
Organizations	1	-	-	-	1	6	3	-	1	4	-	-	16
Film	1	-	2	1	10	9	1	-	2	4	-	-	30
Individuals	-	-	1	1	6	5	-	-	-	3	-	-	16
Organizations	1	-	1	-	4	4	1	-	2	1	-	-	14
Multimedia	-	-	1	1	2	5	-	-	-	-	-	-	9
Individuals	-	-	1	1	2	5	-	-	-	-	-	-	9
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	1	-	5	2	48	56	4	2	6	13	-	1	138
Individuals	-	-	1	-	22	17	3	-	1	4	-	1	49
Organizations	1	-	4	2	26	39	1	2	5	9	-	-	89
Performance Art	-	-	1	-	4	-	-	-	-	1	-	-	6
Individuals	-	-	1	-	3	-	-	-	-	1	-	-	5
Organizations	-	-	-	-	1	-	-	-	-	-	-	-	1
Theatre	2	-	6	4	44	44	3	-	7	18	-	-	128
Individuals	-	-	1	1	12	14	-	-	1	5	-	-	34
Organizations	2	-	5	3	32	30	3	-	6	13	-	-	94
Video	-	-	-	-	2	8	-	-	-	3	-	-	13
Individuals	-	-	-	-	-	2	-	-	-	-	-	-	2
Organizations	-	-	-	-	2	6	-	-	-	3	-	-	11
Visual Arts	-	4	8	2	47	86	9	4	16	18	-	-	194
Individuals	-	2	5	-	39	73	5	1	12	15	-	-	152
Organizations	-	2	3	2	8	13	4	3	4	3	-	-	42
Writing	3	-	7	6	81	85	4	5	7	24	-	-	222
Individuals	1	-	2	2	23	26	1	2	3	6	-	-	66
Organizations	2	-	5	4	58	59	3	3	4	18	-	-	156
TOTAL	9	7	37	25	291	400	31	19	57	102	1	2	981
Individuals	1	2	13	5	110	154	12	3	17	37	-	1	355
Organizations	8	5	24	20	181	246	19	16	40	65	1	1	626
Art Org.	7	2	18	11	132	157	15	8	22	51	-	-	423
Media	-	2	2	4	11	29	1	2	4	7	1	-	63
Unesco	1	1	4	5	38	60	3	6	14	7	-	1	140

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 12

Identity

b) Number of English Speaking Respondents

Discipline	Nfld.	P.E.I.	N.S.	N.B.	Qué.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yukon	Totals
	#	#	#	#	#	#	#	#	#	#	#	#	#
Art Admin.	-	-	-	-	-	3	2	-	-	3	-	-	3
Individuals	-	-	-	-	-	3	2	-	-	3	-	-	3
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	1	-	1	-	-	11	4	-	1	4	-	-	22
Individuals	-	-	1	-	-	6	1	-	-	-	-	-	3
Organizations	1	-	-	-	-	5	3	-	1	4	-	-	14
Film	1	-	1	-	2	9	1	-	2	4	-	-	20
Individuals	-	-	-	-	2	5	-	-	-	3	-	-	10
Organizations	1	-	1	-	-	4	1	-	2	1	-	-	10
Multimedia	-	-	-	-	-	5	-	-	-	-	-	-	5
Individuals	-	-	-	-	-	5	-	-	-	-	-	-	5
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	1	-	4	2	6	53	4	2	6	13	-	1	92
Individuals	-	-	-	-	2	16	3	-	1	4	-	1	27
Organizations	1	-	4	2	4	37	1	2	5	9	-	-	65
Performance Art	-	-	1	-	-	-	-	-	-	1	-	-	2
Individuals	-	-	1	-	-	-	-	-	-	1	-	-	2
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Theatre	2	-	6	1	6	42	2	-	7	18	-	-	34
Individuals	-	-	1	-	5	14	-	-	1	5	-	-	26
Organizations	2	-	5	1	1	28	2	-	6	13	-	-	58
Video	-	-	-	-	-	8	-	-	-	3	-	-	11
Individuals	-	-	-	-	-	2	-	-	-	-	-	-	2
Organizations	-	-	-	-	-	6	-	-	-	3	-	-	9
Visual Arts	-	4	8	1	15	34	9	4	16	17	-	-	158
Individuals	-	2	5	-	14	71	5	1	12	14	-	-	124
Organizations	-	2	3	1	1	13	4	3	4	3	-	-	34
Writing	3	-	7	3	10	80	2	5	7	24	-	-	141
Individuals	1	-	2	1	4	22	1	2	3	6	-	-	42
Organizations	2	-	5	2	6	58	1	3	4	18	-	-	99
TOTAL	9	7	34	14	49	360	27	18	57	101	1	2	679
Individuals	1	2	10	1	27	144	12	3	17	36	-	1	254
Organizations	8	5	24	13	22	216	15	15	40	65	1	1	425
Art Org.	7	2	18	6	12	151	12	8	22	51	-	-	289
Media	-	2	2	2	2	19	1	2	4	7	1	-	42
Unesco	1	1	4	5	8	46	2	5	14	7	-	1	94

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 12

Identity

c) Number of French Speaking Respondents

Discipline	Nfld.	P.E.I.	N.S.	N.B.	Qué.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yukon	Totals
	#	#	#	#	#	#	#	#	#	#	#	#	#
Art Admin.	-	-	-	-	1	1	-	-	-	-	-	-	2
Individuals	-	-	-	-	1	1	-	-	-	-	-	-	2
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	2	-	-	-	-	-	-	-	2
Individuals	-	-	-	-	1	-	-	-	-	-	-	-	1
Organizations	-	-	-	-	1	-	-	-	-	-	-	-	1
Film	-	-	-	1	3	-	-	-	-	-	-	-	9
Individuals	-	-	-	1	4	-	-	-	-	-	-	-	5
Organizations	-	-	-	-	4	-	-	-	-	-	-	-	4
Multimedia	-	-	1	1	2	-	-	-	-	-	-	-	4
Individuals	-	-	1	1	2	-	-	-	-	-	-	-	4
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	-	-	1	-	39	-	-	-	-	-	-	-	40
Individuals	-	-	1	-	19	-	-	-	-	-	-	-	20
Organizations	-	-	-	-	20	-	-	-	-	-	-	-	20
Performance Art	-	-	-	-	4	-	-	-	-	-	-	-	4
Individuals	-	-	-	-	3	-	-	-	-	-	-	-	3
Organizations	-	-	-	-	1	-	-	-	-	-	-	-	1
Theatre	-	-	-	3	37	2	1	-	-	-	-	-	43
Individuals	-	-	-	1	7	-	-	-	-	-	-	-	8
Organizations	-	-	-	2	30	2	1	-	-	-	-	-	35
Video	-	-	-	-	2	-	-	-	-	-	-	-	2
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	2	-	-	-	-	-	-	-	2
Visual Arts	-	-	-	1	29	2	-	-	-	-	-	-	32
Individuals	-	-	-	-	23	2	-	-	-	-	-	-	25
Organizations	-	-	-	1	6	-	-	-	-	-	-	-	7
Writing	-	-	-	3	70	5	2	-	-	-	-	-	80
Individuals	-	-	-	1	19	4	-	-	-	-	-	-	24
Organizations	-	-	-	2	51	1	2	-	-	-	-	-	56
TOTAL	-	-	2	11	230	24	4	-	-	-	-	-	271
Individuals	-	-	2	4	79	7	-	-	-	-	-	-	92
Organizations	-	-	-	7	151	17	4	-	-	-	-	-	179
Art Org.	-	-	-	5	115	3	3	-	-	-	-	-	126
Media	-	-	-	2	9	8	-	-	-	-	-	-	19
Unesco	-	-	-	-	27	6	1	-	-	-	-	-	34

CLIENT SATISFACTION AUDIT - OFFICIAL LANGUAGES

Table 12

Identity

d) Number of Bilingual Respondents

Discipline	Nfld.	P.E.I.	N.S.	N.B.	Qué.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yukon	Totals
	#	#	#	#	#	#	#	#	#	#	#	#	#
Art Admin.	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Dance	-	-	-	-	1	3	-	-	-	-	-	-	4
Individuals	-	-	-	-	1	2	-	-	-	-	-	-	3
Organizations	-	-	-	-	-	1	-	-	-	-	-	-	1
Film	-	-	1	-	-	-	-	-	-	-	-	-	1
Individuals	-	-	1	-	-	-	-	-	-	-	-	-	1
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Multimedia	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Music	-	-	-	-	3	3	-	-	-	-	-	-	6
Individuals	-	-	-	-	1	1	-	-	-	-	-	-	2
Organizations	-	-	-	-	2	2	-	-	-	-	-	-	4
Performance Art	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Theatre	-	-	-	-	1	-	-	-	-	-	-	-	1
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	1	-	-	-	-	-	-	-	1
Video	-	-	-	-	-	-	-	-	-	-	-	-	-
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	-	-	-	-	-	-	-	-	-
Visual Arts	-	-	-	-	3	-	-	-	-	1	-	-	4
Individuals	-	-	-	-	2	-	-	-	-	1	-	-	3
Organizations	-	-	-	-	1	-	-	-	-	-	-	-	1
Writing	-	-	-	-	1	-	-	-	-	-	-	-	1
Individuals	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizations	-	-	-	-	1	-	-	-	-	-	-	-	1
TOTAL	-	-	1	-	12	16	-	1	-	1	-	-	31
Individuals	-	-	1	-	4	3	-	-	-	1	-	-	9
Organizations	-	-	-	-	8	13	-	1	-	-	-	-	22
Art Org.	-	-	-	-	5	3	-	-	-	-	-	-	8
Media	-	-	-	-	-	2	-	-	-	-	-	-	2
Unesco	-	-	-	-	3	8	-	1	-	-	-	-	12



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